

Warwickshire Police Authority – 28 June 2010

**Local Policing
Report of the Governance Stream Lead**

Purpose and Supporting Documents

This highlight report enables members to consider the progress made by the Police and the Authority in its Governing role in respect of partnerships and local policing directly related to those elements of the Governance and Policing Plans allocated to this Governance Stream.

Recommendation

That this report is discussed/noted.

1. Progress against 2009/2010 Governance Plan Priorities

- *Governing the performance and resources allocated to the delivery of safer neighbourhoods.*

Performance targets generally continue to be achieved or exceeded and within budget.

- *Engaging with the County Council and District/Borough Councils to ensure a satisfactory relationship between CDRPs and Locality /Community Forums.*

The Authority's regular meetings with the County Council's cabinet and the work of the District Leads, are helping to maintain excellent relationships with our local government partners at all levels.

- *Engaging with partner agencies and the Force to consolidate consultation arrangements ensuring that all policy aspects are covered and mechanisms are in place to report results back to the Authority.*

The new joint Force /Authority consultation strategy is being developed into action plans for both engagement and reporting back.

- *Identifying any aspects of relevance to the Authority not covered by 2.3 above and arranging specific consultation accordingly.*

Current plans for engagement include proposed consultation with all currently identified groups.

- *Creating and developing the Police Authority website, ensuring this provides for a single issue question and response facility.*

The interactive website is live and responses to our questions are being monitored. The Members' area is now being populated and passwords are to be issued shortly.

- *Ensuring that appropriate feedback is provided to those consulted.*

Processes for ensuring satisfactory feedback are currently being embedded, generally using the same media through which the subject was received.

- *Ensuring that District Partnership Leads are properly embedded in each district CDRP, LSP, and in Locality / Community Forums.*

All the County's CDRPs or their equivalent have District Lead representation. Councillor members will already be involved in Community Forums, as will the designated P.A. Members.

- *Attending Locality / Community Forums and District Quarterly Performance Reviews and reporting back to the Authority.*

Feedback to the Authority is through Members reports from the Forums, or included in District Leads' regular reports.

- *Ensuring that reporting processes are in place for Custody Visitors to raise issues with the Force.*

This is monitored by the Lead Member, who reports the system is working satisfactorily.

- *Encouraging an increase in the number of prisoners visited.*

The system of self-introduction is helping to maintain visit numbers, while some visitors have concerns regarding vetting.

- *Strongly encouraging an increase in the number of Specials recruited.*

There are now 199 Specials in the Force, with the recruitment drive continuing.

- *Ensuring the Authority is kept informed of any LCJB issues relevant to it's business.*

Current issues, linked to the Criminal Justice Centre, are being reviewed.

2. Progress against Force Objectives – Appendix 1.

3. Progress against Governance Objectives

- 1) **Community Engagement and Consultation Panel** – Appendix 2.
- 2) **Community Engagement and Consultation – Stream Lead Report** – Appendix 3
- 2) **District Lead Reports** – Appendix 4.
- 3) **Report by Lead for Voluntary Services** – Appendix 5.

4. Diversity Issues

No diversity issues have arising during the period or with respect to this report.

5. High Risks

No new risks identified.

6. Governance Issues

There are no other Governance issues to be addressed by the Authority with respect to this report.

John Vereker
Governance Stream Lead

Warwickshire Police Authority – 28 June 2010

Progress against Force Objectives in Local Policing

Report of T/Assistant Chief Constable Neil Brunton

Summary

The attached report provides an update for Police Authority regarding Force objectives relative to Local Policing

Recommendation

Members to note the content of the report.

1. Directorate

1.1 Staff movements. Since the last quarterly report to Police Authority there have been a number of key changes in the business heads within the directorate.

Neil Brunton has been appointed on a 12-month basis as temporary ACC and Director of Local Policing.

Supt. Adrian McGee has been appointed as Head of Customer Contact.

Mike Wylde has been appointed as temporary Superintendent and Head of Judicial Services.

Supt. Martin Samuel remains as Head of District and Borough Policing

Ch. Supt. Mak Chishty remains as Deputy Director of Local Policing

1.2 Confidence agenda. This area of work continues to be led by T/Supt Michael Wylde. Focus has been on increased community engagement, greater public accessibility and improvements in communication. This work has been developed in conjunction with our partner agencies. In the latest national confidence survey Warwickshire is placed 20th out of 42 areas, with a confidence rating of 48.6%. This is a rise of 20 places and 5.3% confidence increase compared to the previous 6 months. Currently 87.9% of the public surveyed, who received a service from Warwickshire Police, were satisfied or very satisfied with the quality of service they received.

2. Districts/Boroughs

2.1 Antisocial Behaviour HMIC inspection. Between the 12th and 14th May 2010 HMIC conducted what was their second ASB inspection of the year; the first being in January 2010. The inspection included interviews of key individuals who are responsible for providing services around ASB at a supervisory and strategic level, as well as reviewing specific incidents of ASB and how the force had responded.

The initial feedback has been positive. Partnerships and SNTs were of particular note for good work, problem solving and local knowledge. The feedback specifically noted improvements that had been made since the inspection in January, and it is acknowledged that Warwickshire is on a progressive journey making constant improvements. Some areas for development were suggested and these actions will be incorporated into the new Community Confidence Force Improvement Plan.

2.2 Serious Violence. The detection of offences of serious violence remains a key target for the directorate this year and as such measures have been put in place to ensure the target of 45% is achieved. A Violent Crime reduction / detection Force Improvement plan is being managed under the direction of Supt. Samuel, and a force wide recording spreadsheet will be implemented to provide a real time snap shot of how activity is progressing.

2.3 SNT Improvement. At the end of April 2010 NPIA were invited into Force to undertake a stocktake of SNTs. This was part of ongoing work to develop the next generation model for neighbourhood policing. Based on the findings of this work an SNT improvement plan was developed. Supt. Samuel is the strategic lead and chairs a regular meeting to drive the work forward against actions within the plan.

2.4 Operation Redmond. This is the force wide operation name given to the Policing response to World Cup 2010. There are various strands to the operation including activity around domestic abuse, marketing and media, town centre disorder, community protection and licensing, national intelligence requirements and football banning orders. The operation will remain relatively fluid dependent on England's progress through the tournament.

2.5 Family Intervention Projects (FIPs). Building on the ongoing success of the Nuneaton pilot FIP, similar projects have now been rolled out in Rugby and Warwick. At a county level a High Harm Causers / Family Centred Intervention Programme Manager is now in place and they will be responsible for developing the work and incorporating activity into mainstream business by 2013.

3. Resources

3.1 Overtime. The spend on overtime greatly improved for 2009-10 and through a better system of resource utilisation resulted in an overall £12k underspend. This improvement is forecast to continue for 2010-11 and should support the additional spend to be incurred for the 11 bank holidays falling in this financial year.

4. Customer Contact

4.1 Integrated Service Delivery

Front Offices

At recent board meetings it was agreed to progress with re-locating the following front office services to Warwickshire Direct - Alcester, Bedworth & Kenilworth and possibly move a one-stop shop into Shipston Police station. The update is as follows:

Alcester – After discussions with WCC & SDC the aim is to go live on the 2nd August 2010. Work is currently ongoing to ensure training & support is arranged and the various corporate communications teams are formulating a communication plan.

Bedworth – N & B council and WCC have agreed to an integrated OSS. Plans have already been drawn up for the refurbishment of the area office; this is likely to be complete in the next few months. The plan is for the new Warwickshire Direct to be operational by September/October. An initial meeting between Police, WCC and N&B took place on 14th May to plan the detail of this relocation.

Kenilworth – Initial discussions indicate that Kenilworth library is due to be refurbished later this year, transforming it into a more traditional Warwickshire Direct, with private booths and a smaller library desk. Further progress will be made once firm dates of the refurbishment are known.

Shipston – Initial discussions with SDC & WCC have taken place and views sought about a joint venture at the police station. Demand will be closely monitored during the first 6 months and during this period the project team will be engaging with SDC/WCC to progress a joint venture to be located at the police station. The hours would be decided based on the demand for services, potentially reduced hours. Eventually we would look to SDC/WCC to provide services on our behalf. This is also dependent on a business case from Shipston town partnership for another location to accommodate council services.

Southam - The long-term plan is currently a new public service centre to be built. Funding is available from a new supermarket project for WCC/SDC to invest in the town. Initial plans have been drawn up and the police are included in the consultation to accommodate police resources within the centre. This is unlikely to be complete for approximately 2 years. In the interim it has been agreed to look at the potential and current demand profile and review the opening hours and shift patterns currently in place, to identify any possible changes to opening hours.

Atherstone - The long-term plan for Atherstone is subject to planning applications at this time. There is an OSS facility available at the council house, which would be ideal for co-locating public services once agreement has been reached. In the interim it has been agreed to look at the potential & current demand profile and review the opening hours and shift patterns currently in place, to identify any possible changes to opening hours.

Coleshill - There is no Warwickshire Direct facility at Coleshill at this time. There are plans to refurbish to the existing police site, and an option could be to locate the OSS on police premises. As per Atherstone and Southam look at the potential and current demand profile with opening hours and shift patterns to be fully reviewed.

For Southam, Coleshill & Atherstone there is a risk to public confidence if opening times are reduced so any changes will require careful consultation.

Costing & SLA – Initial discussions have agreed in principle a charging structure for Shire Hall, this will be £5 per item with a review after 12 months. A fixed charge will then be agreed.

The SLA has been agreed in principal by WCC & WDC but the vetting issue is currently being discussed at Staff Association level.

Public Engagement

The project board have agreed to a public engagement process to inform ISD. A requirement of the National Contact Management Strategy is to understand the customers' contact journey experience and how this links to delivering service across the whole of the organisation, including: What services the public want?, How they contact us?, What channel do they use? & Do we meet their expectations?

This survey will obtain information about all potential access channels. It will take the form of a one off random telephone survey of a percentage of the Warwickshire public. It will be supplemented by an on line survey for the business community and harder to reach groups. Consultation will take place with the public confidence team and the SNT lead to ensure we maximise this opportunity. A supplier has been selected and approved through contracts and purchasing. The cost will be met by the ISD budget & the first meeting took place on 19/5 to begin to design the questionnaire.

4.2 Mobile Data. An agreement was reached with West Midlands Police on 6th May 2010 for a single supplier for mobile data. A business process review (current & future) and business case is being written. The business case is due to go to BIB in July. There is ongoing work with West Midlands to agree a tendering process etc.

4.3 Telephony

Multi Media Contact Channels - An initial meeting to understand the requirements etc for increased access channels into the Communications room and the current position of the network upgrade was held on the 24th May. A further meeting will be held with communication suppliers (KCOM & Avaya) by the end of June to understand what the telephony upgrade will look like. This will be an important piece of work which seeks to join up the Communications room and Crime desk as a virtual contact centre.

Call Logger - A proof of concept is currently on going for a new call logger to replace the old one that is at end of life. The new logger will be able to provide accurate data on telephony across the force, mobile data information, possibly improvements in the Call Handling information from both the Comms room and crime desk. A preview of it has been seen with our data from April and this has allowed staff to start to understand what kind of data can be obtained from it.

5. Community Protection

5.1 Crime Reduction

The staff continue to offer training to agencies that visit the elderly and vulnerable. The yellow distraction burglary packs are also being handed out. A new link is with the company that has the contract to deliver meals on wheels to homes in Warwickshire and by training their staff we hope to identify those individuals that would benefit from our packs and reduce the risk of harm.

Every victim of domestic burglary receives a contact letter and burglary pack from the crime reduction officers and an invitation to meet with a crime reduction officer. Smartwater kits are being supplied as required.

As the theft from motor vehicle crime falls the theft of number plates remains constant. A campaign is underway to educate the public regarding such thefts, targeting MOT testing stations and garage forecourts.

The department is assisting with the national metal theft day of action in July providing patrolling officers with information cards regarding their powers to enter scrap metal dealers.

The department is developing an information booklet targeted at those who rent out their property highlighting the increasing problem of cannabis farms being set up in such properties and the dangers that this brings to the public. It gives advice on how to prevent this happening and how to identify those premises that are being used. These will be circulated to letting agencies, housing associations and private individuals.

There are now a number of burglary reduction initiatives taking place involving property marking schemes, the intention is to increase the number of premises that have SmartWater from around 10,500 to over 12,000 and provide the necessary press releases to keep burglary below target.

There has been extensive use of A frame trailers across the county as public information portals with regard to Cringe drinking (violence reduction), open windows (burglary reduction), distraction burglary and vehicle crime using detachable banners.

5.2 Cohesion

The cohesion team are currently engaged in a number of planned activities over and above their usual business. Working with older people and youth groups, a County event is proposed for National Older Persons day in October. The theme will be a role reversal to allow these two groups to experience life as a teenager or an older person and promote better understanding and tolerance.

Another priority piece of work is preparing two very different communities in Nuneaton for a schools merger. The police are mobilising partners to deliver a range of activities and events to bring the two school communities together in advance of September.

The team are also investigating its first complaint under the Gender Recognition Act, where details of a gender change were inappropriately disclosed. This demonstrated the range of work encountered in their diversity role. The team now review hate crime and facilitate the distribution of newly introduced hate crime advice packs to victims in addition to representing the Force on the county crime scrutiny panel.

5.3 Safer Schools

A business case is being considered to extend the term of the existing programme beyond March 2011. The aspiration is to secure a PCSO in every secondary school in the County.

The existing 13 PCSO posts have been instrumental over the last few months promoting crimebeat, the High Sheriffs' youth charity. This has resulted in a number of Warwickshire youth community projects being nominated for National awards.

The team reports a significant increase in the requests for Internet safety and cyber bullying training for school staff and pupils.

The recent county observatory review of Safer Schools has only served to cement the true value of the safer schools scheme in building safer communities.

5.4 Licensing

The Licensing team have now established in all district and borough's multi agency licensing meetings, a key component to assure collaborative action to manage licensed premises effectively. A pilot has been agreed to allow the sharing of a database with Warwick District Council and the Force Licensing team to reduce administrations and duplication of information in the management of licensable activities. This has the potential to secure significant cashable savings, should local authorities look to share services on licensing matters.

In addition the team, supported by Home Office Training, has encouraged the use of newly produced section 19 closure notice pads. This allows a police officer to suspend licensing activity under the auspices of the 2003-licensing Act, if premises are in breach of their conditions.

Closer scrutiny of problem premises over this quarter has resulted in 6 section 19 closures, 8 reviews of premises conditions and 22 representations to the respective local authorities in relation to applications, applicants and variations. There have been only two serious incidents resulting in life changing injuries connected to licensed premises in this period.

To promote safer and more responsible drinking the Licensing Team have been liaising with the British Pub and Beer Association on guidance to members over the World Cup period. In addition supporting the forthcoming Your Town Your Choice in Leamington on the 10th July, the team will be running a non alcoholic Cocktail Bar with personal safety and crime prevention material and messages under the banner "our bars are open 24/7".

6. Judicial Services

6.1 Judicial Services Review. The initial review has been completed and the suggested structural changes have been implemented. This has resulted in a number of efficiency savings through removed posts. The 150 Plus team have endorsed these changes, and these now feature in the first round of savings.

6.2 Sean Walsh Inquest. The Inquest into the death of Sean Walsh, who died whilst in custody at the Nuneaton Justice Centre on 1st May 2008 is due to commence on Tuesday 22nd June 2010, at the Town Hall, Leamington Spa. Chief Supt Mak Chishti is the Gold lead for the inquest. Chief Inspector Colin Reynolds is dedicated to the Inquest in preparation and working closely with the force legal team.

6.3 HMIC Custody Inspection. Following the recent custody inspection, the force is now in receipt of the final report. The report concludes a good inspection, however there were a number of areas of suggested improvement. An Action Plan has been drawn up, and is now being progressed covering these areas.

6.4 Modernising Statutory Charging. The 19th April 2010 saw the removal of CPS charging lawyers from the police stations within Warwickshire. An interim process has been put in place to enable Warwickshire Police officers to contact the CPS in Birmingham via a telephone service, to enable them to obtain their charge decisions. More complicated cases requiring face-to-face decisions now take place at the CPS office in Leamington Spa. Work is now being progressed to look for an electronic file solution to enable a more longer-term solution to be implemented.

6.5 Rugby Custody Suite. The newly refurbished custody suite at Rugby has been re-opened. The new suite has CCTV installed in a number of cells, providing greater protection to detainees.

Thank you all for your continued support.

**Neil Brunton
T/ACC
Director of Local Policing**

Warwickshire Police Authority – 28 June 2010

Report of the Community Engagement
and Consultation Panel

Summary

This report provides an update for Members on the progress of the Community Engagement and Consultation Panel following their meeting on the 19th May 2010.

Recommendation

1. That the Authority endorses the joint Warwickshire Police Authority and Warwickshire Police Community Engagement Strategy.
2. That the Authority supports the recommendations of the Panel as set out in paragraph 4 of the report.

1. General Consultation

1.1 Joint Community Engagement Strategy

A final draft of the Force/Authority Joint Community Engagement Strategy was presented to the Panel. A number of issues were raised about the Strategy and joint community engagement activities as highlighted below:-

- Concern was raised about how information is gathered from different neighbourhoods, which affected decisions about the allocation of resources, for example, the location of mobile camera units throughout the County.
- It is important to take community engagement forward in as many ways as possible, for example: engaging with elected members on a monthly basis rather than annually; having regular meetings between the County Council, the Authority, the Force and full Council; attending County Council Area Meetings; and attending Borough Council Meetings.
- It is important that businesses are informed pro-actively of any consultation meetings in their area, particularly Community Forum meetings.
- It was agreed that appendices should be added to the Strategy including specific proposals to engage with communities of interest such as the Business Community, BME communities, Young People and Older People.

The Joint Strategy duly amended is attached as **Appendix 1** for the Authority's approval.

1.2 Community Forum Meetings

Arrangements are now in place for Authority members to have a dedicated item on the agenda of each of the 33 Community Forum meetings. Members attending these meetings are requested to complete a briefing form which enables the Authority to monitor local priorities, record their involvement and share any good news stories. The recent inspection report highlighted the Authority's involvement in Community Forum meetings as a 'strength' in its community engagement activities as demonstrated by the quote below:-

"Each member of the Authority has a direct and effective link to the community. All 17 members are assigned to the 33 community forums, the multi agency meetings which replaced the Police and Communities Together (PACT) arrangement in the county. Members use these meetings to scrutinise the effectiveness of neighbourhood policing, gather information and to consult the community."

The top three concerns at each of the community forums are addressed and actions reported back to local communities by police and other partners at the next meeting, using a 'you said we did' format. Typical concerns include speeding, antisocial behaviour and underage drinking, vehicle crime, and road safety. In the spring of 2010, members used the community forums to gather opinions on the level of the police precept for 2010/11.

The minutes of community forum meetings are monitored by the Authority and matters of interest are reported to the community engagement and consultation panel."

Future activities include developing methods by which the Authority can canvass public opinion on more strategic policing matters. For example, this may involve consultation with members of the public during the period set aside for police surgeries or working with the County Council Area Managers to investigate how to develop consultation processes at a local level utilising Community Forum structures. In addition, both the Force and the Authority needed to be smarter in how information from Community Forums is captured and utilised.

1.3 Citizens Wave

The Panel agreed to undertake a second Citizens Wave survey in the Autumn of 2010. Some of the questions from the previous Citizens Wave will be retained with new ones added which may be largely determined by the Government's priorities which will be set out in the forthcoming Green Paper.

Officers from the Force and Authority will draft a questionnaire for consideration at the Panel's next meeting.

2. Business Consultation

2.1 Warwickshire Business Crime Prevention Network

The third meeting of the Warwickshire Business Crime Prevention Network was held on 1st February 2010 at Police Headquarters and was attended by 17 individuals from the Force, the Authority and business support organisations in Warwickshire. Oliver Winters, Acting Chief Executive of the Police Authority, presented the proposed 2010/11 Authority budget.

There proposed budget and its implications for businesses and communities was discussed in detail. At the conclusion of the debate, there was general agreement that it was fair, this

view being summed up by one comment - *"It is not the 2% increase rather the level of policing that is the real issue."*

The next meeting of the Network will be on 13th July and will be addressed by James Watkins, Executive Director of Business Voice WM.

3. Youth Consultation

3.1 Safer Schools Partnership

Authority Members and Officers have been actively involved in the evaluation of the Safer Schools Partnership through the initial analysis of the satisfaction surveys undertaken by PCSOs at five of the six participating schools. The findings of the survey were generally very positive and were incorporated into the Evaluation Report produced by the Warwickshire Observatory.

Set out below are some examples of the key concerns and suggestions for improving the role of the PCSO within the school community raised by the students from all the schools -

- The overwhelming concern of students was bullying, both within and on the way to the school. Much of this was electronic bullying through texting or social media sites. The problem varied from school to school yet remained the number one concern.
- PCSOs should raise their own profile by being more active in school mainstream curriculum and general activities, including presentation at assemblies and contributing to lessons where appropriate.
- PCSOs should raise their visibility by patrolling those identified areas where bullying and other anti-social behaviour was taking place.
- Warwickshire Police should ensure the continuous development of the PCSOs to improve engagement with students and staff at the schools.

The Safer Schools Partnership was discussed by the Panel, with the Lead Member for Safeguarding Children and the Head of the County Council's Young People Division. There was unanimous agreement that the first year of Safer Schools Partnership had been an overwhelming success and proved excellent value for money. The placing of PCSOs within schools has resulted in a reduction of harm not only within the school but also within the local community.

3.2 Future Activities

It was agreed that future activities will be more targeted towards those young people identified as being 'hard to reach' and to identifying more 'young people friendly' modes of communication. Specific activities include

- Undertaking, in partnership with the Youth Offending Service, an attitudinal survey of the police with young people entering or within the Criminal Justice System. It is envisaged that this will consist of including a number of questions on young people's feelings towards the police within the regular supervision of YOT workers.
- Investigating further different media outlets, including radio, social media and web-based

- Liaising with county-wide Youth Forums (e.g. VOX, Youth Parliament and WREP) on a regular basis. The Lead Member for Safeguarding Children will attend, and contribute when appropriate, monthly/ six weekly meetings of these Forums and act as a conduit of information sharing and a broker of potential joint activity.
- Supporting Force activities within the Safer Schools Partnership, specifically in the area of consultation.
- Developing, in partnership with the Force, the County Council's Young People Division and others partners eg the Drugs Action Team, a project to gather the views of young people on attitudes to alcohol and alcohol misuse.
- Commissioning an organisation such as Positive About Young People to consult with 'hard to reach' young people about policing issues.

4. Recommendations

4.1 We would ask the Authority and the Force to support the continuation of the Safer Schools Partnership beyond March 2011 and the extension of the Partnership to include more schools and an increase in the number of PCSOs in schools. We would also urge that all agencies identify and allocate the necessary funding to ensure sustainability.

4.2 Feedback from Community Forum meetings and from Authority members attending these meeting indicates that confidence in the Force would improve if communications between the Force and communities were improved. We would work with the Force to improve such communications which would include information about changes in personnel within the local policing teams.

RICHARD HOBBS
Chair of Panel



Warwickshire Police Authority / Warwickshire Police

**Community Engagement Strategy
2009-13**

CONTENTS

Page Number

Aim	3
Community engagement: An introduction	4
Legal framework	5
Types and levels of communication and engagement	7
What do we need to think about?	8
Community engagement: Moving forward	9
Recording peoples views	10
Corporate minimum standards for community engagement	10
Performance	11
Monitoring and evaluation	11
Good practice	11
Appendices	
Appendix A:	12
A framework for delivering our vision of consultation and community engagement	12
Corporate Minimum Standards for Community Engagement:	13
Force wide	13
District/Borough	14
Safer Neighbourhood Team/Community Forums	15
Mechanisms for feeding back to participants in consultation	17
Appendix B: Support Guide	19
Appendix C: Tactics	21
Appendix D: Glossary of terms/methods	27

Aim

This strategy sets out a framework for developing community engagement across Warwickshire. Its successfulness will be based upon our ability:

- To improve our knowledge of local issues and concerns and resolve them
- To adopt existing and new approaches resulting in greater and more meaningful local engagement

Community engagement: An introduction

It is imperative that we take every opportunity to deliver the best services we can within the available resources. Effective community engagement is key if we want our communities to participate in and actively shape policing locally. It is therefore essential that local people can:

- Identify the issues adversely impacting upon their quality of life and help design and introduce the solutions
- Influence the development of our strategic priorities and resultant decisions

Effective community engagement is not something that can or will be achieved quickly; it requires a medium to long-term view. The Chicago PD believed that it took them eight years to get to a position where they could confidently declare that they were fully engaged with their communities.

There are four foundations underpinning effective community engagement:

- Identifying communities. These may be geographical or based on special interests, demographic background, beliefs, skills, relationships, economics or shared experiences; people may belong to several communities
- Identifying ways to create a dialogue with communities and listening to their views; consultation and communication
- Incorporating the responses received into our processes for planned policing on a SNT, borough/district and county-wide basis; empowering communities to become involved, have a say and influence decision-making in a way that will help develop long term sustainable solutions
- Providing feedback to people about the actions taken as a result of listening to and acting on their views and stated priorities

If we want to ensure that we are deploying the right people in the right places at the right times, doing the right things, it is crucial that we involve the communities we serve. It is only by giving them a voice in policing that we will increase their confidence in what we do and provide truly citizen-focused services which meet their needs.

This strategy, therefore, introduces a framework that enables local people to tell us what's important to them and helps shape the type and range of services we provide.

Crucial to its success will be our ability to keep people informed as to the progress being made in addressing their issues/concerns. It is anticipated that providing timely and meaningful feedback to local people will positively influence their confidence in us, increase

their willingness to provide information and intelligence and increase the likelihood they will work alongside us to address those issues impacting upon their quality of life.

Legal Framework

Section 65 of the Local Government Finance Act 1996 states that a relevant authority shall consult under this section persons or bodies appearing to it to be representative of persons subject to non-domestic rates. Consultations must be made each financial year, and must be about the authority's proposals for expenditure (including capital expenditure) in that financial year.

Section 96, Police Act 1996 states that arrangements shall be made for each police area for obtaining the views of people in that area about matters concerning the policing of the area and their co-operation with the police in preventing crime in that area. Arrangements shall be made by the police authority after consulting the chief constable as to the arrangements that would be appropriate.

Paragraph 30 of the Police and Justice Act 2006 amends Section 96 of the 1996 Act to extend the duty on police authorities to cover the making of arrangements for seeking the co-operation of the community in preventing anti-social behaviour in addition to the prevention of crime.

Section 7 of the Police Act 1996 states that every police authority shall, before the beginning of the financial year, determine objectives for the policing of the Authority's area during that year. Before determining objectives, a police authority shall:

- Consult the Chief Constable for the area, and
- Consider any views obtained by the authority in accordance with arrangements made under Section 96

Section 8A of the Police Act 1996 requires police authorities to produce local policing summaries and distribute them to every household on at least an annual basis.

Under current legislation, public bodies, including police authorities and forces, are required to consult on the production of each of its schemes.


The Police Authority (Community Engagement and Membership) Regulations 2010 address how Police Authorities communicate and engage with the public. Under the new Regulations, the arrangements for obtaining the views of the community on policing are as follows:

- In making or reviewing the arrangements for obtaining the views of people in its police area about matters concerning the policing of the area, each police authority shall have particular regard:
 - (a) To the need to ensure that it obtains the views of a wide range of people, including:
 - (i) Those who are aged under 21 or over 65
 - (ii) Those who belong to the business and voluntary sectors in the area (whether or not they live in the area)
 - (iii) People from diverse backgrounds and sectors of society, including those of disadvantaged socio-economic status and from groups which are perceived by them as hard to reach
 - (b) To the need to ensure that it obtains a sufficient number and range of views to avoid it acting on the basis of an unduly limited or unrepresentative sample

- (c) To the need to ensure that it obtains the views of people in its area sufficiently often that it is continually aware of such views, so far as this is reasonably practicable
 - (d) To the need to ensure that the public are offered a range of different routes, including in appropriate cases meetings with the police authority and with senior officers of the police force, by which to communicate their views to the police authority
 - (e) To the need to avoid unnecessary duplication with comparable arrangements made by police forces, local authorities, crime and disorder reduction partnerships, community safety partnerships and local criminal justice boards
 - (f) To the need to ensure that the public are given the opportunity to comment on issues which, judging by the number and nature of complaints received by the police force or police authority, are matters of particular local concern.
- A police authority making or reviewing arrangements as mentioned in regulation 2 shall have particular regard to the need to obtain views on:
 - (a) Whether people in the area consider that the authority gives due regard to their views in discharging its functions
 - (b) Whether people in the area consider that the police force is fulfilling its role in tackling the crime and anti-social behaviour issues that matter to them
 - (c) Whether people in the area consider that the police force is providing a good service to the public
 - (d) Whether people in the area consider that community support officers have appropriate powers to deal with local concerns, within the range of powers available under part 4 of the police reform act 2002

Types and levels of communication and engagement

Community engagement can take many forms. The table below identifies and defines the varying types of engagement.

	Level	What's Involved	Public Participation Goal
 <p>High</p> <p>Low</p>	Empower	Equal and effective working relationships are maintained	Final decision-making is placed in local people's hands
	Collaborate	Services are designed and improved together	Decisions are made, solutions identified and alternatives developed in partnership with local people
	Involve	The issues and priorities are discussed	Local concerns and aspirations are consistently understood and considered as a result of talking to/working with local people
	Consult	People are consulted to gain their views	Feedback is obtained from people relating to our analysis and/or solutions
	Communicate	Two-way communications are set up	Opportunities are provided to people to comment on what has been decided or is already in place
	Inform	People are informed about our services	Balanced and objective information is provided to people to assist them understand the issues, opportunities and potential solutions

What do we need to think about?

Engaging with stakeholders is a term that covers anyone with an interest in policing in Warwickshire. It includes members of the public, local businesses, other public service organisations including councils, emergency services and the NHS, Members of Parliament and the voluntary sector.

Recognising the diverse nature of our county, local communities are not always easy to define. Some may be based upon geographical locations such as a beat, ward or town

centre, however others may be based on age, gender, race, faith, disability and sexual orientation. Other communities may emerge from shared experiences, for example a workplace or interest/hobby.

If we are to effectively engage with local people we need to listen to the way they describe themselves and be prepared to engage with them in a way (time, location and approach) that meets their specific needs.

Some communities currently receive better engagement than others. The reasons for this are many and varied but include:

- Difficulties in identifying the best person to talk to
- Accessibility of policing services - specific locations or communities
- Language/communications problems
- A lack of confidence in the police or their partner services

Despite the existence of these issues we remain committed to doing our best to establish and improve the way we engage locally.

This Strategy is underpinned by a series of minimum standards, which will be regularly reviewed and revised. We are committed to build on and further develop these standards as we continually look to demonstrate our commitment to providing responsive community safety and policing services that deals with those issues, which matter most to our communities. Our minimum standards are attached as Appendix A.

Community engagement: Moving forward

If we are to effectively engage with our communities it is essential that we:

- Identify and map our communities, assessing what we are doing to engage with them. Our existing SNT Profiles will continue to provide the basis of this information, however it is imperative that they are continually reviewed and updated to ensure emerging communities are identified and effectively engaged
- Understand how confident different communities are with the policing services they receive and clarify how they would like us to engage with them. This will enable us to overcome any barriers that could adversely affect our ability to engage. One size does not fit all
- Engage with our communities as they go about their daily business. This will enable us to capture the views of the silent majority who wouldn't normally look to enter into a dialogue with us
- Tailor the way we look to engage with individual communities so that our approaches reflect their specific requirements. Mechanisms such as Independent Advisory Groups (IAGs) and Key Individual Networks (KINs) will help facilitate this
- Work with our partners to ensure that consultation and engagement activity is co-ordinated and cost effective

- Pay particular attention to communities that may be harder to engage with or harder for us to reach. It is important that we engage equally with all our communities
- Actively publicise how communities and individuals can engage with us and influence our policing and community safety priorities
- Ensure that we record, analyse and feed the views obtained into our planning and decision-making processes
- Design and deliver our policing services having taken into account the views of our communities. Working with local communities and partner agencies we will implement creative, long-term and ultimately sustainable solutions
- Tell communities what we have done to address the issues they have brought to our attention. Providing feedback will demonstrate our commitment to our communities, illustrate the action taken and increase trust and confidence locally

Recording people's views

Community engagement occurs right across the county, however its origins can be found at Safer Neighbourhood level. Having taken the time to engage with people locally, it is imperative that their issues, views and concerns:

- Are appropriately recorded
- Inform our analysis of specific policing problems/community concerns
- Shape the solutions that we will implement with, where appropriate, our partners

Our general principle will be to develop timely, localised solutions that address a community's problems. We anticipate that many of the issues raised can and will be dealt with by our Safer Neighbourhood teams, however, where it is evident that a higher level of intervention or additional resources are required, we will escalate the problem 'upwards' to identify, develop and resource an appropriate solution/response. Other issues will be taken forward through our strategic planning process.

The key to effective community engagement is feedback. It is important that we inform communities as to the actions we have taken to address their concerns. We need to be creative as to how we provide this feedback so that we can maximise its visibility whilst effectively controlling costs.

Corporate minimum standards for community engagement

As part of this Strategy we have developed a set of corporate minimum standards, which identify the actions we will deliver at force, district and Safer Neighbourhood Team levels.

These standards are attached at Appendix A.

To support the effective delivery of this Strategy we have compiled a practitioners guide, which is attached at Appendix B. This guide will enable us to maximise the outcomes resulting from the delivery of our corporate minimum standards.

Safer Neighbourhood

Each Safer Neighbourhood will have a Neighbourhood Profile identifying the key communities as well as emerging communities, which will be targeted during local consultative exercises. These exercises will inform and help develop local problem-solving plans addressing community concerns. We will tailor the way that our Safer Neighbourhood teams interact with and capture the views and opinions of their communities. One approach will not be appropriate for all.

District/Borough

The outcome of our community-specific consultation and engagement exercises will inform and be reflected in the district/borough's priorities. We will align our resources to addressing these issues and priorities and monitor our subsequent performance.

Force

We will consult and engage communities as part of the Force/Authority's planning process.

The outcomes of these exercises will inform the priorities contained within the Local Policing Plan.

Performance

It is essential that we continuously monitor, review and evaluate the effectiveness of this Strategy so to ensure the continuing appropriate provision of:

- **Access:** to policing or community safety services through a named contact point
- **Influence:** over community safety priorities in their neighbourhood
- **Interventions:** joint action with communities and partners to solve problems
- **Answers:** sustainable, long-term solutions to problems and feedback on results

We have put in place a framework that enables us to effectively manage Safer Neighbourhood team performance. This framework enables us to:

- Compare team performance
- Quantify the benefits being delivered
- Identify and manage those communities suffering disproportionate levels of harm

We have also developed a questionnaire that specifically gauges public confidence in policing. The results of these surveys are considered alongside crime data in assessing how well we are protecting our communities from harm.

Monitoring and evaluation

The District/Borough Commanders are responsible for ensuring:

- Our minimum standards are being adhered to locally (District/Borough and Safer Neighbourhood team levels)
- The outcomes of these exercises are being appropriately recorded
- The results/outcomes of these exercises are being raised and discussed as is appropriate

The Police Authority will also scrutinise local consultation and engagement processes as part of its 'District/Borough reality checking' processes.

Good practice

The Neighbourhood Policing element of the Intranet contains various corporate standards, templates, toolkits and good practice information. National guidance, information and examples can be found at: www.communityengagement.police.uk

A framework for delivering our vision of consultation and community engagement

Aim

To ensure the effective delivery of our Consultation and Community Engagement Strategy leading to engagement and meaningful consultation with all sections of the Warwickshire community on:

- Local policing issues
- Strategic priorities for the force and the authority
- Specific issues such as precept levels

Safer Neighbourhood

To deliver this strategy, we will employ a range of methods to ensure that rounded views are gathered and that a wide cross-section of society, including those that are harder to reach, is included. The framework is also designed to ensure that there are opportunities for strategic issues to be discussed as well as those that are of local concern. Examples of approaches used are listed below.

Formal

Locality forums are the main channel for reaching community leaders and the wider public. WCC citizens panels are used with questions being added to planned consultation waves and specific waves being commissioned for our own purposes.

CDRPs provide a means to consult with representatives of local agencies with specific interests in community safety matters.

The Business Network is used to discuss specific business-related issues including the level of business rate.

Informal

Council magazines are used to invite responses from the public on specific issues. Mobile exhibitions, displays and leaflet campaigns encourage general responses from members of the public.

Targeted

We make use of existing channels to contact minority or harder to reach groups through, for example, IAGs, organisations that focus on young people, BME groups, older people's groups and people with disabilities.

Electronic

We are making increasing use of the Authority and Force websites as a means of providing information and encouraging responses to questionnaires.

COMMUNITY ENGAGEMENT STRATEGY - CORPORATE MINIMUM STANDARDS

Force Wide	Frequency	Who Owns It	Evidenced Outcomes and Feedback
1. Participate in the Warwickshire Police/ Authority IAG meetings on Race, LGBT and Disability. (Strategic)	Every 6 Weeks	Diversity Manager	
2. Formulate with partner agencies Community Surveys (RSVP) and ensure consultation outputs are fed into corporate planning.	Quarterly	Corporate Development Police Authority - Chair Community Engagement Panel	
3. Increase the usage of the internet as a method of public consultation.	Annually	Corporate Development Police Authority - Assistant Chief Executive	
4. Review Volunteer Scheme Policy.	Annually	HQ Support	
5. Conduct Neighbourhood Community level consultations force wide.	Quarterly	Corporate Development	
6. Align work programmes and submit update reports every 3 months to the relevant committees within Warwickshire Police Authority and partnership structures within strategic Boards.	Every 3 Months	ACPO	

Key:

Blue = Mandatory

Yellow = Good practice (6)

Appendix A

<i>District/Borough</i>	Frequency	<i>Who owns it</i>	Evidenced Outcomes and Feedback
1. Define clearly the Safer Neighbourhood Communities.	Annual	District Commander Police Authority - District Leads	
2. Review and utilise information from CDRP to inform District Business Plans.	Half Yearly	District Commander Police Authority - District Leads	
3. Incorporate community views and input into the CDRP to inform District Business Plans.	Monthly	Supt. Local Policing Police Authority - CDRP Rep	
4. Participate in the Local Safeguarding Board and address issues of outcomes.	Quarterly	Supt. Local Policing	
5. Ensure membership of IAGs is broadly representative of the demographics of the district and review the terms of reference.	Annual	Diversity Manager	
6. Publicise district consultation and engagement activities.	Annual	SNT Inspector	
7. Provide feedback to communities on performance and activities	Annual	Corporate Development	
8. Influence the Local Authority Citizen's panel surveys in relation to Neighbourhood Policing activity.	Annual	Supt. Local Policing Police Authority - District Leads	
9. Establish KINs in every Safer Neighbourhood Area and maintain regular contact.	Half Yearly	District Commander	
10. Meet with Warwick County Council and full council	Half Yearly	Supt. Local Policing	

11. Engage with elected members at a district level.	Monthly	District Commander- District lead	
12. Engage with Area Committee meeting	Between 4-6 times a year	District Commander- District lead	
	Dependent upon district		

Key:

- Blue = Mandatory
- Yellow = Good practice (11,12)

Safer Neighbourhood teams / Community Forums	Frequency	<i>Who Owns It</i>	Evidenced Outcomes and Feedback
1. Identify area level stakeholders and encourage engagement in Community Forums.	Annual	SNT Inspector Police Authority - District Leads	
2. Ensure local priorities are identified within the community and captured within the Community Forum.	Quarterly with Monthly updates	SNT Inspector Police Authority - Chair Community Engagement Panel	
3. Developed and deliver an Annual Engagement Plan for each Neighbourhood Community.	Annual	SNT Inspector	
4. Attend meetings with residents, tenants associations and other identified groups.	Annual	SNT Inspector Police Authority - District Leads	

Appendix A

Safer Neighbourhood teams / Community Forums	Frequency	<i>Who Owns It</i>	Evidenced Outcomes and Feedback
5. Attend meeting with business associations.	Annual	Business Crime Team Police Authority - Chair Community Engagement Panel	
6. Attend youth forums (for example youth councils, meetings, focus groups etc).	Half Yearly	Community Protection Police Authority - Lead Member Safeguarding Children	
7. Attend faith group meetings (for example mosques, churches, temples, and community centre-based groups.	Annual	Community Cohesion Police Authority - District Leads	
8. Visit Head Teachers in each community.	Annual	SNT Inspector	
9. Publicise SNT Policing Team contact details locally.	Annual	SNT Inspector	
10. Update Intranet and Internet SNT Policing Team sites.	Monthly	SNT Inspector	
11. Include SNT Priorities on SNT Policing Teams on the Intranet and Internet site.	Quarterly with Monthly updates	SNT Inspector	
12. Maintain Media contact and produce briefings and articles.	Quarterly	SNT Inspector	
13. Produce and distribute Area Policing Newsletters.	6 monthly	SNT Inspector	
14. Conduct Community Walkabouts to address and identify local issues.	Half Yearly	SNT Sergeant Police Authority - District Leads	
15. Establish regular community-based local police	Quarterly	SNT Sergeant	

Safer Neighbourhood teams / Community Forums	Frequency	<i>Who Owns It</i>	Evidenced Outcomes and Feedback
surgeries.			
16. Attend Watch Meetings (for example Neighbourhood Watch, Business Watch, Hospital Watch etc) and ensure scheme views are addressed.	Annual	SNT Sergeant/Watch Scheme Co-ordinator	
17. Continue informal consultation and engagement methods, for example meetings, visits, open days etc. (Any actions arising must be recorded).	Ongoing	SNT Sergeant Police Authority - District Leads	

Key:

- Blue = Mandatory
- Yellow = Good practice

Mechanisms for feeding back to participants in consultation

Principle

We consider it important that consultation is seen as a two way process, all contributions to our public consultation or other comments from members of the community we serve, should receive an acknowledgement and an appropriate response.

As a general rule, responses should be made through the same route or medium as the contribution received. However it is recognised that there will be instances, for example where confidentiality is a factor, where other methods of responding could be more appropriate.

Management

In the case of contributions made at Community Forums we should take responsibility that appropriate responses are made. This could either be an oral response at that meeting or the next meeting of that Forum if the contributor agrees. Alternatively a response in writing (or in certain cases by telephone) may be made.

Responses to contributions made through our interactive web-site should be the responsibility of the web-site management team as part of their receiving and collating processes.

The Citizens Wave responses are received without identity. However participants have indicated that some form of feedback would be appreciated. Therefore it is proposed to send collective responses to the Wave, reporting the general views of participants. The Police Authority's lead Officer will be responsible for this.

Contributions made at any of the Independent Advisory Groups can be channelled to the Strategic Advisory Group and attendees will organise suitable responses to be fed back.

Contributions arising through our arrangements for young people will be the subject of reports back to the schools where the Focus Groups are held or via the Youth Parliament. The Safer Schools Partnership provides another route for feedback.

Business Consultation will normally be responded to at the meetings at which matters are raised, but when this is not possible, written responses can be made by an agreed later date.

As our consultation processes develop to include new channels of communication with different groups, suitable protocols for feedback will be put in place accordingly.

In addition to the formal processes described above, we will receive individual enquiries, comments, suggestions etc at any time, and indeed welcome them. We expect these to be processed in accordance with the code of practices it follows, aimed at giving immediate acknowledgements and timely conclusions.

Areas for further development

Analysis

Now that a steady flow of information is being received from the sources described above, our processes are being refined so that the results of consultations can be analysed and disseminated to appropriate parts of the organisation.

Record of impact

A formal record will be maintained to show how the results of consultation were used to inform decisions made at local and strategic levels.

Feedback

We recognise the importance of feeding back to consultees and the wider community the outcomes of consultation and how the results have been used. A mechanism is being produced to ensure that appropriate feedback is given.

COMMUNITY ENGAGEMENT STRATEGY SUPPORT GUIDE

1. What are the aims objectives and purpose of engaging with the community?

At District/Borough/strategic level

- Is there an engagement plan, which actively promotes working with local communities?
- Does the District/Borough have a longer-term plan to build confidence and communication channels with communities?
- Where do District/Borough engagement and consultation plans fit with partners' engagement activities?
- Do the tasking processes in place at District/Borough level support tasking by and tasking of partners and the public, as appropriate?
- Have we consulted with local elected members?
- Has a comprehensive audit of the participation methods of local authorities, other partners', voluntary and community organisations been carried out to identify what already exists in District/Borough and Safer Neighbourhood Areas?

For specific engagement/consultation exercises

- Is this part of planned, regular consultation or an ad hoc exercise?
- In this exercise, do we want to consult people about something specific, for example, anti-social behaviour at a pub, changes to police station opening times or local dispersal orders; or something broader, for example policing priorities for the following year or the nature of the main local issues?
- Do we need or want to involve partners?
- How will we explain to the public how and why we are undertaking the consultation and what we plan to do with the results?
- What do we plan to do with the views we receive as part of the engagement activity?
- Do we need to carry out a diversity/equality impact assessment?

2. Who do we wish to engage with?

- Which communities/sections of communities do we wish to engage with?
- What knowledge do we have about the people with whom we wish to engage?
- How likely are they to want to engage with us?
- How much confidence are they likely to have in engaging with us?
- How do we know that they represent the views of the community?

3. How are we going to engage with them?

- How can we ensure that we reach out to them and understand their communication needs?
- What barriers might we need to overcome in order to engage effectively with them? e.g. language, gender issues, disability, lack of confidence etc.
- Have we developed means of engaging with people to cater for their communication needs?
- How does our engagement plan link with those of partners, in particular local authorities?
- Are the timescales realistic? e.g. will they fit with planning cycles?
- Have we got the skills in-house to facilitate the engagement or do we need external input?
- Is there good practice from elsewhere that we can use to assist us in engaging with them? i.e. partners or other forces

- How are we going to publicise the opportunity to give us their views? (see communications toolkit)
 - What are the things to be considered when planning the activity, e.g. venue, travel, catering, publicity?
 - What costs will this activity incur and how will it be funded?
 - Do the public have named, publicised points of contact for Safer Neighbourhood Policing Teams?
 - Identify existing groups and networks to assist in the engagement
- 4. How are we going to ensure that community views are taken into account and fed into the relevant planning process?**
- How are we going to record the views?
 - How are we going to analyse the comments and present them to decision-makers?
 - Is there an audit trail to ensure that community views and concerns are fed into the appropriate planning processes e.g. NIM (SARA), Force level and local planning?
- 5. How are we going to feed back the results to the community?**
- Have we the mechanisms in place to feedback the results? (see communications toolkit)
 - How are we going to manage the public's expectations with regard to what we can and cannot act upon?
 - Are we delivering regular updates for communities at Community Forum and community level?
 - Are these updates verbal, written, or do we use other methods?
 - Are we recording what we are doing to feed back information to the community?
- 6. How are we going to review and evaluate the process?**
- Do we have targets for the number or backgrounds of the people with whom we wish to engage?
 - Will the activity meet the corporate community engagement standards?
 - Were the comments received recorded and fed into the planning process?
 - Were the actions taken and results fed back to local communities?
 - Does any NIM results analysis include feedback from communities on their experience and outcomes?

COMMUNITY ENGAGEMENT - SUGGESTED TACTICS

The following are suggested channels of communication that the force and Authority may choose to use to increase communication and dialogue with audiences throughout the county. It is recognised that not all channels may be suitable for all audiences and that this is not an exhaustive list of how the force and authority may elect to engage. Communication technology constantly evolves and new opportunities arise frequently. The force, for example, is currently developing a policy to help inform future social networking and digital engagement activity.

Newsletters

Completed by Safer Neighbourhood Teams at least every two months with the option to complete 'special event newsletters' as and when needed.

Home Office research supports this approach as one of the most preferred communication channels identified by members of the community. Delivery of newsletters should be by hand and posted on 'access boards' within the community to ensure good exposure and engagement opportunities.

The main focus of all Newsletters should be to deliver reassurance that the police understand and are dealing with the issues that are of concern to the communities.

Community Contacts

Safer Neighbourhood Team staff should engage with communities and encourage communication between police and residents, with the aim of signing up those people identified as 'Key Local Residents' and then to maintain frequent (minimum monthly) contact.

Community Contacts are necessarily at the very heart of neighbourhood policing, they are the local people who live and work within the communities and are willing to regularly update police staff on issues that arise within their neighbourhood.

A Communities Contacts Database should be maintained and available to all staff, this should be up to date and informative recording:

- Key community contacts
- Details of visits made to these contacts
- Concerns and issues raised by the contacts
- Other relevant community information

Youth Engagement

We should avoid overlooking the value that young people can add - we should work to encourage them to become an integral part of the problem solving process.

Young people are as much stakeholders as any other member of the community, engaging them in the process now should pay dividends in the medium to long term.

We should consider:

- Involving young people in the solution to a given problem
- Taking every opportunity to promote the positive image of young people
- Identifying and getting involved in the youth provisions and activities in your area
- Engaging with young people on an appropriate level - keeping an open mind
- Helping to champion restorative approaches and engage through arrangements such as Safer Schools Partnerships

This cannot be considered an exhaustive list, and you are encouraged to be creative and imaginative in developing suitable approaches.

Community Contact Forms (CCF)

A quick and simple way by which we can record and collate the views of communities, thereby informing and identifying local priorities and issues.

Frontline staff should use Community Contact Forms to capture the details of their interactions with the community so that a picture of public priorities can be established to inform and build our understanding of the communities that we serve.

Issues identified via Community Contact Forms activity can then be actioned, in time further CCF work should help to monitor and inform of changes as a result of the activity inspired by the initial reports.

Safer Neighbourhood Environmental Visual Audit (SNEVA)

A method used to obtain up to date information about an area completed by SNT staff to help accurately assess the needs of that community.

This tactic involves capturing information around physical and environmental factors that impact on the quality of life in a given area such as graffiti, vandalism, litter etc

Information gathered through the SNEVA process can be used to set action plans to tackle those issues that have been identified and later to evaluate the results.

Community Forums (formally PACT - Partners and Community Together)

Attended by local people and representatives from local organisations along with the local Police Authority Member, these meetings should occur at least four times a year, other meetings can be held more frequently. They should take place at a range of accessible locations throughout the Neighbourhood Policing Area.

The format of Community Forums should endeavour to focus on improving quality of life issues

Quality of life issues include crime and disorder, health, education, employment, anti social behaviour, housing, transport, postal services and the physical environment. Locality meetings will enable the community to shape and influence services in their area.

In order to get the best out of Community Forums they should be:

- Advertised in the local area
- Open to anyone who wishes to attend
- The panel should take questions from the audience
- Panel members should be representative of the service providers for the area
- Updates should be available on current initiatives along with action updates from previous meetings
- Information given should inform the panel of public concerns in the area

Based on the information the panel will decide the top priorities arising from the meeting at the same time considering other methods of engagement operating in the area, setting actions as necessary.

Outcomes and progress of Community Forums should be communicated back to the community by appropriate means.

Police Surgeries

Police surgeries are a means of meeting members of the community away from police premises, they are run by the SNT staff and aim to engage with the whole community including those that show reluctance to visit more formal locations such as police stations.

Providing the opportunity for face-to-face interaction with police and PCSO staff on the doorstep of the community the following should be borne in mind:

- Surgery venues can be anywhere

- They should be convenient, visible, accessible and open to the public
- They should be well advertised to encourage good attendance levels
- No appointments necessary
- Consider 'themed' surgeries to deal with particular identified issues
- Times of surgeries should vary to accommodate as much of the community as possible

Resident group and community group visits

This is about identifying different communities and groups and acknowledging that they may all have very different needs and expectations, engagement should be tailored to try and meet these specific needs and requirements as much as possible.

Visits to groups and communities can be ad hoc or pre arranged to address particular issues or deliver some input to the group, for instance.

There are many examples of such groups:

- Scouts, Cubs, Brownies, Guides
- Church and Faith groups
- Disability support groups
- Child or elderly residential homes
- BME groups
- Before and after school clubs
- Sports centres / clubs
- Resident Associations
- Neighbourhood Watch
- Parish Council meetings
- Youth clubs
- Social and cultural groups
- Local voluntary groups

Regular visits will engender the feeling of involvement in the policing of the community as well as providing opportunity for intelligence about issues that may affect specific groups.

Respect and Community Pride Events

A Government initiative, the respect campaign is aimed at reducing crime and helping communities, campaigns can last from a few days to a week in those areas identified as priorities for this type of event which will be planned to involve residents, police and partner agencies working together for the good of the community.

The current situation within the identified community will be assessed via the tactics detailed in the preceding paragraphs, once completed and evaluated the respect planning team will meet, normally led by the local authority, to decide on the requirements and course of action. Types of issues that could be targeted are anti-social behaviour, street drinking, gangs, drug use/street dealing, mini moto's etc

Activities for consideration could include:

- Litter picks
- Rubbish clearances
- Road and home safety campaigns
- Police surgeries
- Crime prevention advice sessions
- Activities at schools and community meetings
- Drugs warrant

- Public fairs and fetes

Following respect events an evaluation should take place that assesses the impact that the event has had on the neighbourhood. www.respect.gov.uk

Corporate Communications (including media engagement)

Warwickshire Police and Police Authority have an 'open, honest and accountable' approach to media relations and all of its communications.

The force maintains a professional working relationship with all media organisations, particularly those resident in, or primarily covering areas of the county, and recognises that media coverage at local, force and national level can impact on levels of public satisfaction and confidence. The force and Authority will prioritise 'good news' communication within its overall delivery of Corporate Communications services in support of force objectives and priorities.

The Corporate Communications function provides the following services to the force and Authority*.

Head of Corporate Communications:

- The management and delivery of Corporate Communications for Warwickshire Police internally and externally, including media relations management; public and stakeholder relations; e-communications; internal communications; reputation management and marketing of policing services.
- Development and implementation of a force communications strategy
- Advising the Senior Management Team on all aspects of internal and external communication
- Developing effective relationships with partner organisations, including design and delivery of high-quality joint communications
- Provision of consultancy services in all areas of marketing, publicity, and publications to ensure a corporate, professional and cost-effective approach

Media Communications:

- A media communications service is provided to support both operational policing and corporate communications. A standard service is provided on weekdays with an on-call arrangement for critical or major incidents at other times. The Press Office can arrange media training; issues media releases appealing for witnesses and information; to inform or warn the public; to provide reassurance and to publicise positive action and successes.

ECommunications:

- The management and administration of force websites, restricted access websites and plasma screens.
- The management and administration of the force's intranet system.
- Support to the administration of the force's iManage system.

Corporate Communications, Marketing & Internal Communications:

- Corporate Communications, Marketing & Internal Communications
- Corporate Communications and Marketing - Public Confidence. (A team of staff on fixed term appointments supports this area).

*Police Authority Corporate Communications:

- A corporate communications service across all areas of activity is provided to Warwickshire Police Authority under a service level agreement, renewable yearly.

-

Partnership Walkabouts

Residents and local service providers such as the SNT get together and carry out structured walkabouts and assessments in the local neighbourhood. Problems such as graffiti, broken street lights and abandoned cars are identified, once completed it is important that the service providers make the necessary commitment to resolve the issues or explain to the community what can be done.

Partnership walkabouts maybe considered as having a wider purpose, in that they help to bring communities together and forge important links with service providers. They also provide reassurance to the wider community who see that people take pride in their local community and that problems are tackled.

Whilst these events can take place as often as needed it is important to identify issues and deal with them as early as possible to prevent escalation to a degree where the matter becomes less manageable.

Communicating events to the community is also very important, so to maximise the number of people having the opportunity to take part.

Street Meetings

Held on a flexible basis, dependant on need, within the local neighbourhood, between local residents, police and partners, these meetings help identify the issues that impact most on the residents and businesses within that neighbourhood.

They are designed to allow officers, PCSOs and partners to engage with local residents, establish their concerns and encourage them to become involved in tackling the issues raised.

Residents are afforded the opportunity to voice their concerns and task their local officer and PCSO or partner agency. Issues raised should be recorded, actions and timescale set and agreed. At the end of meetings priorities can be identified for joint problem solving activity.

Selecting the venue for the Street Meeting is important and should provide ease of access for as many of the residents as possible. Whilst there is no stipulation on where these meetings should be held, consideration must be given to access and the safety of those who attend.

Careful consideration should be given to the involvement of partners and stakeholders, these should be invited in order that all of the focus and expectations around future activity is not directed solely at the police.

Independent Advisory Groups (IAG)

IAGs are formed from volunteer members of local communities and were introduced following the Stephen Lawrence enquiry and the recommendations that followed.

Made up from a cross section of people from all backgrounds and sharing some interest in policing and its effect on local communities, they carry out a vital function in building trust and confidence between the police and residents, particularly in terms of hard to reach and hard to hear groups. IAGs have a function, which advises on issues that are of concern to the community along with issues raised by an investigation that may cause concern within the community.

IAGs are specific to geographical areas or groups and each pillar/ strand of diversity should be represented by an IAG.

Police Station Open Days

Once a year the public can be invited to Police Station Open Days, these days provide the opportunity for local residents in engage with local police officers, PCSO and police staff.

These events do require planning and organisation but have the potential to attract large numbers of the local community and increase police visibility whilst at the same time helping to remove barriers and dispel myths.

The level of access and involvement will be down to the individual station management but may include:

- Taking of fingerprints to demonstrate techniques and technology
- Input - for instance around scene of crime procedures
- Crime prevention advice
- Distribution of leaflets, advice and 'freebies' that may be appropriate to current campaigns
- Tour of police vehicles
- Demonstration of police radios and other equipment
- Input from specialist areas such as dogs
- Other locally agreed and relevant issues

Community Speed watch

Local residents volunteer to participate in local speed watch campaigns within their neighbourhood, these may last for a few days, a week, or longer if the problem requires it.

They are designed to enable local residents to reduce speeding traffic through their community by raising awareness to the dangers of speeding whilst at the same time assisting control the problem locally.

Instead of enforcement activity these events will enable the police to send letters to those drivers identified as speeding to raise their awareness and underline the communities commitment to reducing the problem.

The scheme is supported and equipment supplied by the county council. Following such an event the council will further monitor the problem to establish any effect/benefit that the event may have delivered.

The above-suggested tactics are by no means exhaustive; a lot of them are already undertaken by SNTs, they all provide a different route to engagement and together provide opportunities to develop the progressive community engagement platform we seek.

COMMUNITY ENGAGEMENT - GLOSSARY OF TERMS/METHODS

ACP	Area Casework Panels (children based)
ACPO	Association of Chief Police Officers
AGMA	Association of Warwickshire Authorities
Area committee	Their membership comprises of a selection of people from the areas covered. Area committees consider local priorities and work with local staff and community representatives, including elected members, to improve and develop local services and opportunities
Briefing session	A briefing to provide information
CCAR	Chief Constable's Annual Report
Safeguarding Board	These are the key statutory mechanism for agreeing how organisations work with, and provide services for, children in each local area and co-operate to safeguard and promote the welfare of children to ensure the effectiveness of the work done for that purpose.
Citizens' jury	A citizens' jury is a group of residents (selected to be a fair representation of the local population) brought together to consider a particular issue. Citizens' juries may receive evidence from expert witnesses and cross-questioning can occur. At the end of the process, the jury's views, and any differences of opinion, are summarised in a report.
Citizens' panel	Membership of citizens' panels comprises local residents (selected to provide a statistically representative sample of the local population.) Panels consider specific service or policy issues and act as a sounding board offering opinion and feedback.
Community Engagement	A process of creating a dialogue with all communities in order to listen to their Engagement views, take action to deal with their issues and feed back to them about what we have done.
Community Impact Assessment	The purpose of an impact assessment is to work out how a policy or Assessment legislative proposal will affect people from different groups.
Conference	An event to discuss a particular topic or topics. In most cases, participants will hear from a guest speaker and/or panel of experts and there will be a question and answer session. Participants may also attend workshops to discuss issues in a small group setting
Consultative Committees	A group of service users and elected members or people who have committees experience or knowledge in a particular topic. The committee considers and comments on proposals before they are finalised.
Consultative draft	A written report or document sent to participants for comments before it is finalised.
Corporate Complaint & Comment Scheme	Our corporate complaint and comments scheme provides people with a formal and structured procedure to notify us of their complaints or suggestions for service improvements.
Face the people	A once a year open meeting and attended by senior representatives of the responsible authorities to discuss community safety issues.

Appendix D

Focus group	A group of people brought together to discuss a specific issue or number of issues. Focus group members may be service users or people who have direct knowledge or experience of the service under discussion.
Formal report	A Final version setting out our proposals and recommendations.
Forum	Neighbourhood, Community, Councillor and Youth, incorporating youth parliaments (inclusive of elected members). A medium for open discussion of community issues.
HMIC	Her Majesty's Inspectorate of Constabulary
Independent Advisory Groups (IAG's)	Groups of local residents/community members who meet regularly with police officers and staff in order to discuss policing issues. Members of IAGs may also give advice on the community impact of operations, investigations and critical incidents.
Information display	A static display showing our proposals using a range of methods that may include photographs, graphs/charts or a physical scaled model. These displays are often in public venues including libraries, community centres or shopping centres. A Council officer may staff them to provide further information.
Interactive website	We advertise our consultations on our website. We may also conduct consultations through this website and allow participants to respond by e-mail.
Key Individual Networks (KINs)	Key Individuals are networks made up of members of the Networks (KINs) community, for example shopkeepers, residents, students etc. to maintain effective communications to and from the community, assist in setting priorities and identify emerging issues.
LCJB	Local Criminal Justice Board.
LAG	Local Area Agreement
LGBT	Lesbian, Gay, Bisexual, Transsexual
Listening event	A specific type of open space event where participants give their opinions on a series of issues and we actively listen to and record these to inform our decision.
MAPPA	Multi Agency Public Protection Arrangements
MARAC	Multi Agency Risk Assessment Committee
Mystery shopping by a telephone or visit	A method to measure the quality of our services using someone acting the part of a customer or service user.
Newsletter	An update of our proposals and progress published and distributed regularly.
Open day	An informal event where participants may find out about our services or future proposals.
Open space event	A mechanism using discussion and mapping exercises to help participants develop and reach a consensus on their priorities and vision for their area or a particular service.

Opinion Meter	An electronic keypad that allows customers to record their levels of satisfaction with our services or views on a particular issue.
Planning for real	A method that allows participants to take part in decisions affecting their neighbourhood or in relation to a specific service. This method is a type of role-play and it involves participants in making strategic decisions in as realistic a way as possible using models, drawings, budget constraints and the legislative framework.
Public Meeting	A widely used, traditional method of seeking public views on particular issues or services. We may organise a public meeting as a means of informing the public of our proposals or we may hold or attend a public meeting in response to community concerns. Public meetings are generally one-off events rather than an ongoing forum.
Question and Answer Session	These provide participants with an opportunity to directly question an elected member or officer. They are often held during a public meeting or at a conference.
Questionnaire	A series of questions designed to seek participants' views on particular issues or services. Questionnaires can be completed by participants themselves or in some cases, an interviewer will complete the questionnaire in discussion with the participant. This may be a face-to-face or telephone discussion.
RSVP	Regularly Seeking Views on Policing. The Warwickshire Police Citizens' Panel. The panel is used to find out the views of local people on a range of policing issues.
Road show	An information display that is taken to several different locations or venues.
Service user forums	A group that meets on a regular and ongoing basis to discuss the operation of a service and planned developments. Forums will have either a permanent or an open membership. However, all members will have direct knowledge or experience of the service in question.
Surgery	A place where the community can go to voice its concerns over local issues. Time, place and frequency are determined in consultation with the community and neighbourhood teams.
Surrey Maps	PowerPoint presentation on neighbourhood composition and Gap Analysis using mapping facilities.
Survey	This is the most common approach used to collect and analyse data from the public. Surveys mainly involve the use of questionnaires or interviews with questions. Potential responses are often standardised to ensure consistency in collecting and analysing the information. They range in size, scope and character and vary from major exercises to smaller, localised surveys focusing on a particular topic, area or group of participants.
Walk About	A method of visually capturing local concerns and environmental issues by all stakeholders in the local community and providing a coordinated response.
World Wide Web	A method of communicating in the public domain through the internet to support engagement and influence neighbourhood policing community priorities.

Youth Forum

A Warwickshire Police scheme to consult with young people of different ages, in different settings and including creative methods of consultation, which covers issues relating to police and other agencies and partners.

WARWICKSHIRE POLICE AUTHORITY – 28 JUNE 2010

Community Engagement and Consultation

Report by John Vereker

Summary

This report provides an update on developments around community engagement and consultation.

Recommendation

That this report be noted.

The approval of a Joint Force/Authority Community Engagement Strategy provides an opportunity to review the progress made in extending the range of potential consultees we are able to reach. The joint strategy enables the Authority and the Force to use each other's engagement activity thus avoiding duplication and enabling a sharing of skills, knowledge, opportunities and feedback.

Whilst some engagement channels are now embedded, current activity is centred on developing links with harder to reach groups and those who traditionally have not been willing participants in consultation.

The mainstay of the strategy remains the 33 quarterly Community Forums where local policing matters and prioritising the activities of Safer Neighbourhood Teams are the subjects. In addition, the attendance and participation of a Police Authority member is an opportunity to discuss more strategic issues e.g. precept levels or Force amalgamation.

Our interactive website provides a portal to consult with a wider audience electronically, which can be augmented, if necessary by utilising the County Council's Citizens Wave. The latter offers a view from a statistically weighted sample of Warwickshire residents reflecting the demographics of the county.

Of the more targeted groups, channels of communication are in place or are being progressed as described below

Young People

Guidance from the Association of Police Authorities places a requirement on Police Authorities to ensure that they

- engage and listen to the views of children and young people to inform their work

- work in partnership to ensure children and young people are informed on issues such as anti-social behaviour and keeping safe.

To this end, the Authority undertook a number of activities in order to gather the views of young people about policing issues in Warwickshire. Members of the Warwickshire Youth Parliament were invited to the Authority meeting in November 2009 and held discussions with Authority members and the Deputy Chief Constable.

Members and Officers of the Authority have been closely involved in the evaluation of the Safer Schools Partnership (SSP) through the initial analysis of student surveys that were carried out in five of the six participating schools. Findings have been relayed to the SSP and the Force. In addition, the Community Engagement and Consultation Panel have made recommendations in the Authority as to the future development of the SSP.

In the Autumn of 2009, the Authority commissioned the National Youth Agency (NYA) to gather the views of young people about community safety and their perceptions of the police. The NYA undertook this brief by holding three half day consultation events for young people drawn from the following groups: Warwickshire Youth Parliament and Warwickshire VOX Youth Council; Manor Park and George Eliot Schools in Nuneaton and Harris School, Rugby, approximately 90 young people from across the county. The findings of this survey have been fed back to the Community Engagement and Consultation Panel.

Future activities will be more targeted towards those young people identified as being 'hard to reach' and to identifying more 'young people friendly' modes of communication. Specific activities include

- Undertaking, in partnership with the Youth Offending Service, an attitudinal survey of the police with young people entering or within the Criminal Justice System. It is envisaged that this will consist of including a number of questions on young people's feelings towards the police within the regular supervision of YOT workers.
- Investigating further different media outlets, including radio, social media and web-based
- Liaising with county-wide Youth Forums (e.g. VOX, Youth Parliament and WREP) on a regular basis. The Lead Member for Safeguarding Children will attend, and contribute when appropriate, monthly/ six weekly meetings of these Forums and act as a conduit of information sharing and a broker of potential joint activity.
- Supporting Force activities within the Safer Schools Partnership, specifically in the area of consultation.
- Developing, in partnership with the Force, the County Council's Young People Division and others partners eg the Drugs Action Team, a project to gather the views of young people on attitudes to alcohol and alcohol misuse.
- Commissioning an organisation such as Positive About Young People to consult with 'hard to reach' young people about policing issues.

Older People

The Community Engagement and Consultation Panel has identified consultation with older people as a priority for 2010/11. Consequently, discussions were held with officers of the

County Council and representatives from the Voluntary and Community Sector to identify established routes of consultation with older people within the county. The Authority will utilise the following to consult with older people

- Participate actively in a large county-wide consultation event on Community Safety organised through Warwickshire VOX, the county-wide network of 'over 50' groups in the week commencing 25th October. Previous events on transport and health have attracted over 150 older people.
- Authority members to address older people networks, facilitated both by the County Council and Age Concern, at a district level.

The Business Community

The Authority and the Force meet representatives of industry and commerce through the Warwickshire Crime Prevention Network, which meets three times a year, with one meeting specifically conducting consultation with Warwickshire businesses over the setting of the annual precept, which is a statutory requirement. In addition, regular e-bulletins are sent out through the Network, which are cascaded to businesses that are part of members' networks. The next meeting of the Network is on Tuesday 13th July with a presentation from a representative of Business Voice WM.

However, membership of the Network is limited to representative bodies such as the Chamber of Commerce and the Federation of Small Businesses. Consequently, there is an additional need to capture the views and concerns of the many smaller businesses who do not subscribe to such organisations. To a certain extent this need can be addressed at a neighbourhood level through visits by Officers or PCSOs to the smaller businesses on industrial estates, and, where the need appears greater, by the establishment of Business Watch schemes.

BME Community

Arrangements have been made to reach representatives of as many sections of the BME community with the assistance of Warwickshire Race Equality Partnership (WREP). A meeting is planned in Rugby shortly, at which the matters discussed will include Public Confidence.

Subsequently, there will be similar meetings in both the Warwick and the Nuneaton & Bedworth districts. These meetings are intended to involve as wide a range of groups and individuals from BME communities. However, this does not preclude opportunities to engage with specific groups separately, if desired or required.

People with Disabilities

The Force facilitates an Independent Advisory Group (IAG) for people with disabilities, which meets every six weeks. In addition, members of the Disability IAG attend the Strategic IAG, which is also attended by a Member and an Officer of the Authority.

It is worth mentioning that the Force have a staff organisation for the disabled – the Network meeting monthly is able to provide a wide range of external contacts of groups in this field of work.

The Force regularly attends the Rugby Disability Forum and have given presentations on our Disability Equality Scheme. The Force is also a member of the Employers Forum on

Disability, receiving training and professional guidance and attending best practice conferences.

Vulnerable Adults

The Force is represented on the County's Safeguarding Adults Board, and an Authority member (Angela O'Boyle) is also invited to attend. The Board is currently establishing a Customer Engagement sub-group whose role will be "engaging with the public", providing a channel for discussing the expectations and needs of Vulnerable Adults. At my request a Member of the Authority will be invited to join this group.

LGBT Community

We are able to consult, when appropriate, with the Rainbow Employer Network, an internal staff organisation, who have access to relevant external contacts. Dorrette McAuslan is invited, on behalf of the Authority, to an Annual Meeting of Rainbow, which provides an opportunity for an exchange of views or information and to understand the needs of this group from a Policing aspect.

A recently re-activated IAG with whom the Force interacts and which contributes to the Strategic IAG, is attended by an Officer and a Member of the Authority. The results of consultation with this (and other) IAGs and the support network are fed into the Force's Equality, Diversity and Human Rights Board, meeting quarterly and attended by Police Authority representative Dorrette McAuslan as a Board member.

The Authority have provided a website for the use of IAGS, thus providing a further channel of communication between them and the community. Warwickshire Police are corporate sponsors of the General Advisory Bureau, receiving policy advice, guidance and training from the organisations representing trans individuals and trans equality. The Force also works with a charity GIRES, dedicated to supporting trans-gender individuals, their families and professionals supporting them and to research the prevalence of transphobic hate crime in Warwickshire.

Conclusion

Community Engagement is not limited to formal consultation processes. A good example is the activity undertaken by the Force at a District level, fulfilling the requirements of the Policing Pledge. For more specific groups, the Force's engagement with the Travellers Community, with a open day at Police HQ in June 2009, made a valuable contribution. No doubt other groups will be identified in the future as our work progresses.

It should be noted that there is general support for further joint working with a strategy including the County and District Councils. Experience of joint working currently being gained will play an important part as to how such a proposal can be addressed.

The introduction of the new joint Force/Authority strategy, and the increased level of activity it facilitates, raises two new challenges. First, there is a need to be aware, and take advantage, of each others engagement and consultation, thus making best use of resources by avoiding duplication.

Secondly, the greatly increased opportunities we are creating for responses to consultation or general comment creates a need for greatly increased feedback to those who respond. Again this suggests a need for some co-ordination of feedback, to ensure it happens, and in an appropriate and non-contradictory way.

While these are basically issues for the Community Engagement and Consultation Panel, these points may raise matters beyond that Panel's remit.

John Vereker
Local Policing Governance
Stream Lead

WARWICKSHIRE POLICE AUTHORITY – 28 JUNE 2010

Report of the District Partnerships Leads

Summary

This report provides an update for Members on issues affecting policing around the County.

Recommendation

That this report be noted.

1. NORTH WARWICKSHIRE – CAROL FOX

Fear of Crime/Arson

Last year I attended a meeting at a house in Arley. The meeting was also attended by 2 PCSOs and many residents. What was the subject? Burglaries from sheds and gardens, then the subsequent burning of those sheds.

It is so easy to just say how sorry we are to hear about such things, but what can we do, especially in a rural area, where many of the houses back onto open country side and woodland. Not as easy as urban streets with lamp posts.

But find a solution we must, because these incidents have gone onto being house burglary and ultimately the burning of a major business premises in the area.

We could argue that we have not proved that it is any one person, we can also argue that when things happen in the dead of night, who is to see the offenders, but to the people of the area who live with this fear it is not enough.

It has to be said that residents living close to this major fire have nothing but praise for the fire-fighters and police that contained it. One gentleman even said that he will never again complain about the amount of Council Tax he pays, because now he knows how valuable they all are. I add my praise to them, but my question is “what will we do now and in the future to speed up proving the guilt (or innocence) of the offender(s)?”

Within the week we arranged a meeting with all the business’s and homeowners that border the now derelict site. This was well attended and was chaired by the MP and involved police, fire officers, as well as Borough Council Officers and myself. This was the start of a series of events to offer assistance.

An urgent meeting was called at Atherstone Police station to discuss the issues and ways forward. The meeting involved the local clergy and chair of the Parish Council as well as council officers and police, and of course, yours truly.

Leaflets were created that gave useful numbers and general information on reporting crime.

A Roadshow was then quickly organised and the leaflets distributed through many doors.

It has to be said that raising the profile of the police and police authority at this event was, I hope, extremely useful. The downside being that the base used was a little tucked away from main view. Not to be deterred the PC, PCSO and I went onto the main road, armed with our leaflets and spoke to many people as they entered the shops. We then went outside the school and again offered the leaflets and any advice possible.

We were aided by beautiful sunshine that day; people were gardening and many visiting the shop before going away for the bank holiday. I wonder whether we would have had a different report on a wet, working week day? I would have to add that "one size does NOT fit all". The road shows are a great tool, but again the difficulties of rural areas shows. There is no main shopping centre, no high street, so passing trade is slow. Arley is made up of two villages, Old Arley and New Arley and unless you are going to the post office or for a loaf of bread you would not have seen us. Delivering leaflets on the day and knocking doors to invite people was a good thing, but not if you were at work etc.

There have been subsequent fires, though (to my knowledge) only in the woodland and investigations go on, lighter nights and summer mornings leave less hours of darkness to cover our offender(s), but I long for the day that the headlines report "Caught and punished"!

Ride-a-long

Last Friday I spent five hours with one of the PCs from Atherstone observing his daily routine. It was a quiet day with not a great deal of activity to dwell on. However, I was extremely pleased to observe him actively putting a parking ticket on a car. It is a common theme at Area Forums, parking issues and speeding issues and I can appreciate how hard it would be for the officers to ticket them all, during their working day. But how satisfying to know it was done, can be done and hopefully one motorist at least learned that they were not above the law.

Communications Centre

Having spent a Friday evening at the Communications Centre I feel I now understand much more about the problems in reporting crime.

It was a useful opportunity to ask to see certain areas on their mapping system, which were missing some key landmarks. This explains people's frustration when describing locations. Deploying officers is easier if people know the house numbers, neighbouring street names or postcode, but in a panic situation maybe that information recall is not available.

The whole experience did mean that I could relay to the Borough Council that when they create literature for the public it should include an area on HOW to report as well as WHERE to report.

Anti-Social Behaviour

Previously I have mentioned the anti-social behaviour in Ansley Common and though it has taken some twelve months, I am pleased to report that we achieved a 2 year ASBO.

Hopefully, this will raise public confidence in the area, but it would be easier to achieve if the process could be speeded up a little.

Kingsbury

Having had reports of under-age drinking and anti-social behaviour, I did two visits to this area. The first I visited all shops with the PCSO and told them who I was. Everyone knew the PCSO and they seemed genuinely pleased to see us both. We asked if they valued the mobile CCTV that is deployed, which they do. We also asked if they would like to see a permanent fixture and they said yes, some indicating they may contribute to the cost (though not all agreed with this).

My second visit was to the Community Rooms. The PCSOs have a room at the rear of these and monitor CCTV from there. Several residents came and sat with us for a chat. It is a common problem where there are flats, that the elderly are on the ground floor and the younger people are above. They felt that CCTV by the courtyard would be beneficial and I am talking to the Borough Housing department, about a possible bid that residents have already submitted. Unsure whether that will result in the required equipment, but it may be a starting point.

PCSOs

During the past months, I have done walks with several PCSOs and I now appreciate how useful they are.

They are all well known and apart from the “plastic policeman” jibes, I think they are a valued part of our society.

Certainly the young people we have encountered have a code of their own, when talking to them, which I have to say I was not privy to as a stranger.

Parking issues and dog fouling remain high on the public’s agenda and I am often asked if the PCSOs will ever get powers to address these matters? I am unsure what extra powers I would like them to have, I do however; wish that many could see what I have seen, which is hard working, tolerant foot soldiers.

2. NUNEATON AND BEDWORTH – FRANK MCCARNEY

CDRP Issues

Nuneaton and Bedworth Communities Partnership (NABSCOP) meeting May 17th.

The visit by the Deputy Director General visit was cancelled due to a change in administration. ASB Development improvement plan discussed training programme taking place and intimated that further training may take place.

Performance management reported very pleasing end of year figures with overall recorded crime down by 11.9 % against baseline.

Serious crime at end of year, Nuneaton & Bedworth were ranked 4th out of 15 peers, this is an improvement of two places compared to previous year end.

Localities Meetings

Attended meeting Bedworth North & West Community Forum 8th March Keresley Community Centre:

Issues raised:

Vehicle speeding Ash Green - agreed to deploy Speed gun each week.

Antisocial behaviour, Ilford Close Bedworth - agreed to increase patrols in the evening to address antisocial behaviour. The team will carry out 3 patrols each week.

Antisocial behaviour and alcohol related issues, Smorrall Lane, Bedworth agreed to increase patrols at weekend in the area addressing antisocial behaviour in particular alcohol related issues. The team will carry out 1 patrol each weekend.

Attended meeting Bedworth North & West Community Forum 7th June Race Leys School.

Issues raised:

Vehicle speeding Heath Road, Vicarage Lane, Sutherland Drive and Black Bank agreed to deploy speed gun each week in these areas.

Antisocial behaviour and alcohol related issues on Saturday evenings at Alders Play Area Silverbirch Road agreed to increase patrols in the area at the weekend.

Other issues raised complaint from resident about length of time he had to wait for reactive police when his son was mugged in Bedworth Park. Matter dealt with by police and he was advised how to make a formal complaint.

Issue raised about car central locking in Glebe Avenue with key fob people have found that having locked there cars in evening they have awoken up to find their car doors open next day.

Ricoh arena – several members of the public raised the issue that when large concerts take place people are not adhering to the parking restriction around the Ash Green area. It was agreed that this would be brought to the attention of the Ricoh and the Coventry police.

3. RUGBY – PHILLIP MORRIS-JONES

Copy to follow.

4. STRATFORD-ON-AVON – BOB MALLOY

1.0 Stratford District Performance

1.1 Statistics April 2010 to May 2010

Priority	Force	Stratford	Comments
Serious Violent Crime	+1.2%	-14.9%	Step change reduction in offending last November that has been sustained
Serious Violence Detections	32.8%	46.0%	Local investigating team in place to ensure all opportunities to detect crime are taken
Serious Sexual Offences target to increase reporting	-4.8%	-61.5%	Reduction in reporting of serious sexual offences
Serious Sexual Offence Detections	29	8	Target to improve on last year, compared to 3 last year
Robbery	+22.0%	+75.0%	Increase in personal robbery from 1 last year to 6 this year
Homes burgled	-28.2%	-56.9%	Reducing trend for burglary across the District
Vehicle crime	-16.7%	-8.2%	Slight increasing trend during May, but improvements in recent weeks

1.2 Serious violent crime is down almost 15%, the largest reduction in the Force at present, and detections are above target. Staffing has been increased in the Violent Crime Action Team which now deals with all robbery as well as violent crime. Although the percentage increase in robbery is large, the numbers involved are small and the incidents at a comparatively low level. There is a large decrease in burglaries following recent multi force operations and some detections. Stratford District is noticeably affected by cross border offenders.

2.0 Community Forum Priorities

The priorities identified, and the actions to be taken following the last round of meetings were as follows:

Forum	Local Priorities	Agreed Actions
Alcester North 11/02/10	Speeding and inappropriate use of Juggins Lane by HGV's Parking causing obstruction by Tesco in Studley. Antisocial behaviour Millenium Park Studley.	Twenty visits to include speed checks. Also check signage and refer to WCC. Twenty visits to issue advice to motorists. Liase with SDC to ensure wardens enforce restrictions. Eight extra duties to 2 am in park and surrounding area.
Alcester South 9/02/10	Vehicle crime in Bidford and Welford Antisocial behaviour in Bidford at evenings and weekends at various sites.	Twelve two hour parols in both wards and issue crime prevention message through newsletter. Fifteen directed patrols in areas concerned and use SDC ASB Officer fully for referrals.
	Antisocial behaviour around Hopkins Precinct Alcester.	Twenty directed patrols to enforce dispersal over next 6 months. Consultation with

		residents, business and partners to develop action plan.
Southam 22/02/10	Antisocial behaviour on Leamington Road and Church Road in Long Itchington involving minors.	Conduct two evening patrols a month, covering the two roads and pathways and alleyways between them. Issue letters to parents of youths causing ASB in the vicinity
	Speeding on A423 by Ladbroke particularly motorcyclists on Sundays. Antisocial behaviour in Wattons Lane, Park Lane and Recreational Park attributed to drugs and alcohol use.	Southam SNT will carry out static checks to deter any speeding vehicles at least once a month. Conduct weekly patrols to reduce issues in the area. Work with with the town council and issue letters to those causing ASB or involved in alcohol or drug abuse.
Wellesbourne 15/02/2010	Speeding in Warwick Road Kineton between 08:00 to 09:00 and 15:00 to 18:00	Twelve speeding checks to be conducted for a period of 30 mins between 08:00 to 09:00 and 15:00 to 18:00.
	Speeding in the centre of Little Kineton 08:00 to 09:00 and 15:00 to 16:00. Speeding in Bridge St. Ettington and Close Wellesbourne 08:00 to 0900 and 15:00 to 18:00	Speed checks to be conducted for 30 mins in the centre of the village between 08:00 to 09:00 and 15:00 to 18:00 on twelve occasions Speed checks to be conducted for 30 mins in the centre of the village between 08:00 to 09:00 and 15:00 to 18:00 on twelve occasions
Shipston 2/03/10	Speeding in New Road Alderminster	Complete a minimum of six speed checks between 08:00-09:30 and 16:00-18:30.
	Speeding in Tankards Hill Stretton on Fosse.	Complete a minimum of six speed checks between 0800-0930 and 1600-1830
Stratford Town 11/03/2010	Speeding Main Road Quinton. Antisocial behaviour involving underage drinking on Recreational Ground. Alcohol dependents congregating in Rother Street.	Complete a minimum of six speed checks between 0800-0930 and 1600-1830 Multi-agency response with SDC ASB Officer. If antisocial behaviour occurs dispersal orders to be used.

3.0 Public Confidence

3.1 The District is recording improved performance in all elements of the User Satisfaction surveys. Current performance is Ease of Contact 100% (93.6%), Police Actions 89.7% (86.9%), Kept Informed 80% (80.9%), Treatment 97.5% (94.8%), Whole Experience 86.9% (87.9%). (Force performance in brackets). The District Commander has measures in hand to ensure improvement is made in those 'satisfied with being kept informed'.

3.2 'Right Service, First Time' monitoring records 95.8% (93.6%) satisfied with the service received at their appointment, and 94.4% (91.8%) satisfied that their appointment was effective in dealing with the matter. The Partnership Survey undertaken by Warwickshire Observatory records 52.0% (50.1%) satisfaction. (Force performance in brackets).

3.3 There were six complaints against police in the District in the last quarter, the same as recorded in the same quarter last year, with no particular pattern emerging.

4.0 Summer 2010

4.1 Stratford District will be involved in a number of national campaigns this summer addressing drink driving, rogue trading, HGV regulation and metal theft for example as will the Force as a whole. In addition there will be implications for the District as a result of the World Cup and the Papal visit.

4.2 There are also three major events in the District in a three week period at the end of July and into August. These are the Game Fair coming to Ragley Hall for the first time with an anticipated 160,000 visitors, and the Global Gathering and Bulldog Bash events both at Long Marston. There is an embargo on leave in the District for the Papal visit, Global Gathering and Bulldog Bash events.

5.0 Police Authority Duties

5.1 I have attended my first South Warwickshire Community Safety Partnership (CDRP as was) on the 20th April. Performance for the Partnership in 2009/10 was reviewed with crime continuing a downward trend. Total recorded crime was down 10%, violent crime down 19%, criminal damage down 17%, ASB down 11% and serious acquisitive crime down 9% across the Partnership. Although serious violent crime was down, the NI 15 target was not met but the numbers involved are very small. There was an increase recorded in domestic burglary, up 11.9%, and an 8% increase in small fires.

5.2 The Partnership priorities set for 2010-11 focus on Serious Violent crime, ASB, Serious Acquisitive Crime and Speeding in Residential Areas. It was agreed that, as the Partnership covers both Warwick and Stratford Districts, a joint Overview and Scrutiny Committee should be established, subject to Home Office Approval.

5.3 I continue to support the Lead Member for Publications with planning documents and the current task is the Annual Report. As I have recently become Lead Member for the Police Authority for Stratford District I have met with the Stratford District Council Officer for Community Safety. I will shortly be meeting the Strategic Director and the Cabinet Member for Community Safety. I will be attending Henley and Studley, and Stratford Town Community Forums.

5. WARWICK – CHRIS DAVIS

Performance

Crime and Fear of Crime in Warwick District in 2009/10 were at the lowest ever levels. There were 1571 fewer crimes in 2009/10 than in 2008/9, a reduction of 16%, down from a high of 11,274 in 2003.

There were 507 fewer serious violent crimes (-28%) which was best performance nationally. Criminal Damage was down 23% and a significant reduction in anti-social behaviour ASB (-16%). Fear of Crime levels were the lowest for 10 years.

Domestic Burglary was up last year by 14% but has tailed off this year so far. Serious violent crime has however now shown an upturn although from a low base but needs to be re-assessed.

Community Forums

Forum reduction priorities / issues are as follows:-

North Leam.	Criminal Damage	ASB	Parking
South Leam.	Drugs	ASB	Students
Warwick	Foot patrols	Speeding	Burglary
Kenilworth	Speeding	Burglary	ASB
Rural East	Speeding	ASB	
Rural West	Speeding	Speeding	ASB
Whitnash	Criminal Damage	ASB	Speeding
Central Leam.	Violent Crime	ASB	Business Crime

Partnership Working

CDRP

The combined CDRP has been rebranded as a Community Safety Partnership under the logo Safer South Warwickshire. Reduction of serious violent crime is the primary priority followed by ASB including arson and criminal damage, serious acquisitive crime including burglary, and road safety with controlling speeds in residential areas.

Taxi Marshals

Two taxi marshals will be working with licensing at Warwick District Council to maintain order near taxi ranks for people leaving clubs and pubs during Friday and Saturday nights in Leamington.

Travellers

There is on-going work with Warwick District Council Planning helping to manage unauthorised encampments and provide reassurance to residents at Beausale and Harbury Lane.

Criminal Damage

An initiative with the North Leamington Community including Neighbourhood Watch is helping to combat mindless damaging attacks on cars in the area.

Dispersal Zone

The Town Centre of Leamington has been designated as a dispersal zone for 3 months during the World Cup period to enable officers to move on groups of people acting in a disorderly fashion.

Your Town / Your Choice

This is a repeat of earlier initiatives with Partner Authorities in Leamington Town Centre on Saturday 10 July. This is a series of high profile activities in the town centre including an alcohol tent, drugs dogs, vehicle checks and visits to licensed premises. The message is go out, behave, have a good time but drink in moderation and act safely.

Future Challenges

- Migration to Southern Criminal Justice Centre in August
- Visit of Pope in September

Report of the Voluntary Services Lead

SUMMARY

This report provides an update for Members on the progress of the Independent Custody Visiting Scheme and the Special Constabulary

RECOMMENDATION

That approval be given to the continued use of the Self Introduction Scheme with the Northern Custody Visiting Panel and that it also be introduced for the Southern Custody Visiting Panel with effect from the 1st September or October 2010 as appropriate.

1. Independent Custody Visiting and Animal Welfare Scheme

(1) Custody and Animal Welfare Visiting Scheme Annual Report 2009-10

The Annual Report for 2009-10 is attached as **Annex A** for information.

(2) Self Introduction

A trial of self introduction began in May 2009 for the Northern Custody Visiting Panel and Visitors were asked to complete an evaluation form and an analysis of the returned forms is attached as **Annex B**. Members will see from the analysis that overall self introduction has been well received and has now become part of the role for Custody Visitors on the Northern Panel.

Self introduction is now being widely used by Police Authorities and I would suggest that it is now appropriate for this Authority to introduce it county-wide. If Members are happy to support this suggestion, the Chief Executive will arrange for any appropriate training to be put in place over the summer months for the Southern Custody Visitors Panel with a view to self introduction being used with effect from either 1st September or 1st October 2010, dependent upon when training can be provided.

(3) Code of Practice on Independent Custody Visiting

On 6th April 2010, the Home Office issued a new Code of Practice on Independent Custody Visiting. This revises the existing Code of Practice in relation to general custody visiting responsibilities in the light of developments in legislation and practice in recent years.

The Code does not deal specifically with people held under terrorism legislation as they are covered by a slightly different Code but it does clarify that custody visitors for terrorist detainees must be security cleared. It does not, however,

deal with the new duty placed on police authorities by the Coroners and Justice Act 2009 in respect of terrorist detainees. The Home Office is currently working on separate guidelines.

(4) Annual General Meeting

The Custody Visitors Annual General Meeting takes place on Wednesday 21st July 2010 at 6pm. The meeting will be held at Shire Hall, Warwick and will be chaired by Ian Francis.

(5) ICVA Regional Seminar

This year's seminar will be held at Hindlip Hall, Worcester on Saturday 2nd October 2010.

2. Special Constabulary

(1) Establishment

The Force currently has 198 serving officers and it is the aim to increase that number to 300 by March 2011. However, due to budget restraints, it is unlikely that this target will be achieved. The Force's current target for 2010/11 is to have recruited 40-50 officers

By way of background the following figures show the recruitment levels for 2009/10:-

• Specials recruited in 2009/10 – 64

○	June 2009	15
○	September 2009	13
○	December 2009	16
○	February 2010	10
○	March 2010	10

I am very pleased to report that the Force achieved twice as many recruits in the last financial year as they did the previous year. It is however a shame that the total number of specials has still not risen.

Looking ahead to this year, the Force has made a great start. A recruitment evening in April was attended by over 100 potential specials interested in joining Warwickshire. From those the Force has now received over 80 applications and are currently in the middle of the recruitment process. To date over 60 have made it through to interview.

I, together with the Force, am confident that from those numbers between 30 and 40 specials will be appointed and will be due to start with the Force from September 2010.

Equally the Force recognises that it will need to be careful from a budget perspective in how many more recruits are selected in the financial year.

Over 100 new enquiries have been received and these are waiting for the Force to put on another recruitment evening which would indicate that the potential to recruit at least another 20 is there subject to budget.

The Force is seeing an increase in potential applicants from those who want to be regular officers within a force. With the current climate where very few forces are recruiting this will occur more and more as time goes on. The Force is mindful that whilst it will boost our numbers initially once forces open again for recruitment numbers could fall again.

(2) Summary

It was a successful year last year with high numbers of recruits. This year is more challenging, in that the potential recruits seem to be around, but budget may be limited in the latter part of the year.

The Force remain confident that they will achieve the target of 40 specials this year and possibly more.

PHILLIP MORRIS-JONES
Lead Member



Warwickshire

POLICE AUTHORITY

The authority behind the force

Independent Custody and Animal Welfare Visiting Scheme

Annual Report
2009 – 2010

Produced in June 2010

Introduction

A report by Lord Scarman in 1981 following the Brixton disorders, recommended that independent members of the public be allowed to make random checks on the interrogation and detention of suspects in police stations. The aim of this new process was to strengthen the public's confidence in policing.

Lord Scarman's report was published in the same year as the Royal Commission on Criminal Procedure, which amongst other matters dealt with the question of police powers to detain and interrogate suspects. As a result of the Royal Commission, Parliament passed the Police and Criminal Evidence Act, 1984, commonly known as PACE.

Under the Police Reform Act 2002, each police authority has a legal obligation to make arrangements for a custody visiting scheme to operate within its force area.

<p>The scheme allows for greater public understanding and confidence in terms of statutory and non-statutory rules governing a detained person's welfare. It also offers additional mutual protection to detainees and police officers by providing independent scrutiny of detainees' treatment and the conditions in which they are held.</p>

Independent custody visiting continues to be crucial in helping to build and maintain community confidence in detention, a significant area of policing.

The animal welfare scheme is not statutory but is considered good practice. Animal welfare visitors ensure that police dogs are treated and cared for correctly.

Role of the Police Authority

The Independent Custody Visiting Scheme operates independently of both the Police Force and the Authority, although the Police Authority retains overall responsibility for the scheme's management and administration, including the recruitment and training of visitors.

The Police Authority has a designated officer to oversee the organisation and day-to-day running of the scheme, and a Lead Member for Voluntary Services, who reports to the Authority about the scheme throughout the year.

The scheme is provided in consultation with Warwickshire Police.

Role of Independent Custody Visitors and Animal Welfare Visitors

Independent Custody Visitors come from various backgrounds and sections of the local community. They check on the welfare of people in police custody by visiting police stations in pairs in their local area. The actual timing of visits is at their own discretion, but must be random and unannounced.

Independent Custody Visitors must maintain their independence and impartiality. They do not take sides, but look, listen and report on what they find in the custody suite. Visitors must treat as confidential the details of what they see and hear during visits.

Visitors must be over 18 and have no direct involvement in the Criminal Justice System. This maintains the independence of the scheme as a whole.

The detainees are identified by their custody numbers and strict rules of confidentiality apply. For security reasons, interviews with detainees normally take place within sight, but out of hearing of the escorting officer.

A report is completed after each visit providing an insight into the running of the custody area at that time. Copies of the report are provided to Warwickshire Police, the Warwickshire Police Authority and the Custody Visiting Panel Chair. Any issues raised by the visitors are recorded and any action taken by the Custody Inspector as the result of a visit is logged on the report.

Animal welfare visitors assess the way police dog handlers carry out their responsibilities with regard to the welfare of animals in their care. They visit dogs and their handlers at police premises or arrange to meet at a convenient location in the county. Any issues are raised with the Panel Chair and the Police Authority.

Organisation of the Scheme in Warwickshire

Warwickshire Police Authority has two Custody Visiting Panels, one based in the north of the county, the other in the south.

The Northern Panel visit custody suites in Nuneaton and Rugby. In addition to detainees in police custody, Nuneaton custody suite holds prisoners as part of Operation Safeguard, who are also visited. On 31 March 2010 there were 12 visitors on this Panel.

The Southern Panel visit detainees held at Leamington Police Station. On 31 March 2010 there were 10 visitors on this Panel, including two animal welfare visitors, who operate countywide.

Panel meetings are arranged locally to keep visitors informed of new developments.

The Panel Chairs meet with representatives of the Police Authority three times per year to discuss progress and any issues that may have arisen.

The Authority organises regular training sessions which allow visitors to learn new skills and to share experiences.

Visiting Statistics

Between 1 April 2009 and 31 March 2010, 141 visits were made to custody suites in Warwickshire. There were 503 people detained in custody during these visits.

Some detainees will not be available to receive a visit, for example, detainees may be asleep, in interview or the custody staff may deem that it is not safe for custody visitors to enter the cell of certain detainees. 44% of those in custody during visits were unavailable to be visited. Custody visitors are entitled to view detainees through the cell hatch if they are asleep or unsafe to visit. The custody record may also be viewed. Custody records can be viewed to verify what detainees have told visitors and to check that a detainee who has not been visited has, for example, been provided with drinks and blankets.

Those detained have the right to decline a visit. Of the 280 detainees available to visit during the year, 52 or 19% refused a visit.

The breakdown of visits can be seen below for each custody suite.

No.	Leamington	Nuneaton	Rugby	Total
Visits	45	50	46	141
Detainees Held	194	209	100	503
Detainees Unavailable	70	108	45	223
Detainees Refused	36	10	6	52
Detainees Seen	88	91	49	228

Independent Custody Visiting Association

Warwickshire Police Authority is a member of the Independent Custody Visiting Association (ICVA).

ICVA is a voluntary organisation that promotes the custody visiting process nationally by providing support and advice to Police Authorities and training for visitors.

The Association assists the Home Office, Police Authorities and other interested bodies to develop best practice for custody visiting schemes and to increase public awareness and understanding.

Warwickshire Police

The Force works alongside the Authority to ensure the scheme is effectively delivered in accordance with legal requirements.

Custody and detention officers are required to allow visitors access to the custody area immediately unless it would be unsafe to do so. Visitors should be escorted at all times. Escorting officers must ensure that it is safe for visitors to enter a cell, and if there is a potential risk, should deny the visit providing a reason to the visitors.

Training

The Staffordshire, Warwickshire, West Mercia and West Midlands Police Authorities form the ICVA Midlands region. Wherever possible, the authorities share custody visiting training opportunities across the region to provide a wider range of training.

Some Warwickshire visitors attended a Cultural Awareness and Diversity training session in October 2009.

A number of visitors from Warwickshire attended the ICVA Conference held in Leicester in November 2009. The agenda involved the following items:-

- Developments in Custody – An ACPO View
- Safety and Dignity in Police Detention
- Preventing Death in Police Care
- Reducing the Risks of Death in Custody

Self Introduction

A self introduction trial commenced in May for the Northern Custody Visiting Panel. Overall the trial went well and although not all those detained wished to speak to the visitors, they still got to see the person and the cell that they were held in, which was not the case when the custody officer sought permission from those detained.

The evaluations completed by the visitors during the trial have been evaluated and the use of self introduction will continue in the north. The Police Authority will also be requested to introduce a similar arrangement for the Southern Custody Visiting Panel in the near future.

Conclusion

Warwickshire Police Authority recognises the importance of the Independent Custody Visiting Scheme in ensuring those detained in custody are treated properly and fairly, in satisfactory conditions.

Visits made between 1 April 2009 to 31 March 2010, indicate that detained people are treated in accordance with the requirements of the Police and Criminal Evidence Act 1984 and associated codes of practice relating to persons detained. Any issues that have been reported by visitors have been dealt with appropriately through the procedures in place. There are no unresolved issues with the Animal Welfare Scheme.

The Police Authority would like to thank the Chairpersons and all Panel members for their help in ensuring that the Custody and Animal Welfare Visiting Scheme continues to function so effectively throughout Warwickshire.

Further Information

For further information please contact Warwickshire Police Authority:

Postal Address: Warwickshire Police Authority
3 Northgate Street
Warwick
CV34 4SP

Telephone: 01926 736363

E-mail: policeauthority@warwickshire.gov.uk

Website: <http://www.warwickshirepa.gov.uk/>

Annex B

ANALYSIS OF SELF-INTRODUCTION VISIT EVALUATION FORMS COMPLETED BY THE NORTHERN CUSTODY VISITORS PANEL

A total of 19 evaluation forms received as at 31 May 2010.

The collated responses to the questions were as follows:-

- 1. Was the escorting officer familiar with the self-introduction process?**
Yes – 17 No – 2

- 2. Do you think the way the escorting officer spoke to the detainees had an effect on the way you were received?**
Yes – 3 No – 12 N/A – 4

- 3. Were you comfortable with introducing yourself?**
Yes – 16 No – 0 N/A – 3

- 4. Were you able to ask all available detainees for permission to view their custody record?**
Yes – 16 No – 2 N/A – 1

- 5a. At any time during the visit did you feel at risk?**
Yes – 0 No – 19

- 5b. If so, did you/the escorting officer take any action?**
Yes – 0 No – 0 N/A – 19

- 6. Do you think that self-introduction led to more, fewer or the same number of detainees agreeing to the visit on this occasion?**
More – 10 Fewer – 0 The same – 6 N/A – 3

- 7. Do you feel that the independent role of ICVs was clearer to detainees when using self-introduction on this occasion?**
Yes – 15 No – 1 N/A - 3