

To: Chair and Members of the Operational Policing Panel

Date: 24th November 2011

Executive & Presenting Officer: Mrs Sarah Wilson, Consultation & Performance Officer

Status : For information

Consultation Strategy 2011-2014

1. Purpose

- 1.1 To agree a revised Joint Consultation Strategy for Cleveland Police Authority and Cleveland Police.

2. Recommendations

- 2.1 It is recommended that Members agree the revised Joint Consultation Strategy.

3. Reasons

- 3.1 The Joint Consultation Strategy was last approved by the Operational Policing Panel on 23rd September 2010.

- 3.2 The Joint Consultation Strategy has been updated to take account of changes to the consultation programme during the last year. Notable changes include:

- 3.3 Control Room Callback System

A key part of the outsourcing partnership with Steria concerns the contractual responsibility to re-contact members of the community who have recently reported an incident to Cleveland Police. Members of the public are contacted by telephone and surveyed concerning their views on the overall quality of service that they have received either from Control Room call takers, responding officers or both. The scale of 1-5 used within the telephone survey represents a continuum of service from 1 (poor) to 5 (excellent).

3.4 Responses of '1' or '5' to any questions asked in the survey trigger an e-mail to the direct supervisor of the officer concerned. For instances of particularly poor performance (1 rating), the member of the public is contacted directly to resolve the issue and appropriate action is taken with the officer concerned.

3.5 Local Public Confidence Survey

The Local Public Confidence Survey (LPC) was introduced in October 2009 and replaces the previous postal surveys (Quality of Life and Neighbourhood Survey). The survey is conducted via telephone, with sample selection and other methodology issues developed in accordance with Home Office Best Practice guidance. The survey is now embedded, with a rolling programme of 2400 telephone interviews conducted each year providing a statistically significant and representative sample from each of the four policing districts.

3.6 Police Authority Consultation Roadshows

The Police Authority conduct annual roadshows on a strategic policing theme, using interactive consultation methods to encourage the maximum number of participants. The coalition government are currently considering the toolkit available to practitioners in dealing with perpetrators of anti-social behaviour, therefore anti-social behaviour was the theme chosen for this year's roadshows.

3.7 Use of Social Media

The emergence of social media has created an additional mechanism for communicating with local communities. The Force has dedicated Facebook, YouTube and Twitter sites which are used to inform our communities of key policing operations and messages, and can also be used to consult and engage on specific issues.

4. Implications

4.1 Financial

4.1.1 Consultation activities detailed in this report are due to be delivered within current Force and Authority budgets.

4.1.2 The Local Public Confidence survey is not currently statistically significant to neighbourhood or ward level. Policing in the 21st Century places much emphasis on eliciting policing priorities at a neighbourhood level, therefore there would be a significant cost to commission a survey that is statistically significant at this level. A survey at ward level would cost as much as four times as much as the current survey.

4.2 Diversity and Equal Opportunities

The Joint Consultation Strategy takes account of the Equality Schemes, for instance, the need to consider involving hard to reach groups in consultation activities and tailoring consultation to the needs of different diverse groups of people.

4.3 Human Rights Act

There are no direct human rights issues arising from this report.

4.4 Sustainability

Engagement activities detailed in this report are to be delivered within current budgets. Any reduction to the current budgeting levels could jeopardise delivery of this strategy beyond 2011-2012.

4.5 Risk Assessment

There are no direct risk areas arising from this report.

5 Conclusion

- 5.1 This Joint Consultation Strategy will enable Cleveland Police and Police Authority to effectively engage with local people. This strategy should ensure that a structured, well planned programme of consultation activity is integrated into Cleveland Police and Police Authority's planning processes.

Jeremy Holderness
Acting Chief Executive

Jacqui Cheer
T/Chief Constable