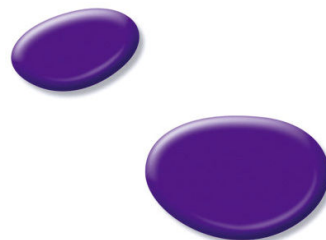




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cleveland police authority



Cleveland Police Authority

Regional Stakeholder Event Zing Outputs

09 December 2009



These notes summarise the zing outputs from the four consultation questions at the Regional Stakeholder Event on the 9 December 2009.

Question 1

The Police Authority is currently examining a budget for 2010/2011 (next year) of up to £132.5M i.e and increase in spending in cash terms of about £3.8M (2.9%) leading to a potential precept increase of between 2% and 4.6% depending upon what reductions are made.

What are your views on these potential increases?

- As low as possible
- Should be public confidence in maintaining current service levels
- How does this compare to local authorities who have a similar population? As long as the public are kept informed about the need for the increase.
- Councils consider this to be important and support increases
- Why does there have to be an increase? Is the PA doing lean thinking?
- What does this represent in terms of increases in the service?
- Community should expect an increase of service
- Important to keep numbers of officers and frontline staff up
- What do we get for extra funds? Is it to maintain all services we have seen today?
- In order to maintain or improve standards an increase is inevitable but this need to be justified to the public so that we don't lose confidence
- What does this mean in real terms?
- What services would be cut if we don't increase?
- What is the actual percentage in terms of cash? What does this mean to the public?
- The public have supported previous increases- the level increase is relatively low

High Priorities for Spending

- Maintaining front line police levels
- Continuing reduction in crime
- Neighbourhood policing integrated with neighbourhood management and other neighbourhood partnership services
- Improvement in response times
- Maintaining frontline services / Ensuring a balance between neighbourhood policing and protective services / Ensure we have value for money and maintain the police helicopter
- Response on action - improvement in details given
- Visible policing / Supportive policing / Officers safety could be opportunity with volunteer staff
- Protection of vulnerable people including victims of crime and asb



- Continue development projects with young people, including cadets, diversionary activities
- Front line numbers / maintain standards in that and be efficient / maintain partnerships and their contributions
- Necessary to maintain momentum
- What is the increase going to be spent on? More investment in front-line policing. The continuance of neighbourhood policing. Raising awareness and de-jargonising of policing priorities and the general day-to-day working of the wider policing family.
- Police numbers / Effective IT for frontline officers / Effective feedback and communications
- Neighbourhood policing and strong links with partners / maintaining the good focus on violence against women / serious crime
- Explicitly we need to focus on not excluded young people, and vulnerabel members of our communities
- Maintaining investment in BCU's / Maintain air support function / Maintain and develop partnerships

Low priorities for spending

- Moving HQ
- No lowest suggestions
- Look at historical jobs and see what partner agencies can adopt. Make sure we stick to our priorities.
- No. Stength of CPA is public perception of the police
- Raising awareness to the general public with regard to the Police Authority.
- Would like more info on split between operational and support staff (frontline and back office services)
- Looking at a standard still budget
- Prioities should be reviewed regularly and even those that are classed as low priority should be addressed



Question 2

Thinking about Cleveland Police Authority, your understanding of its role, and your interactions with it:-

What are our strengths and areas of improvement?

Strengths:

- Representative and accountable to the community, brand, holds chief to account.
- The high attrition rate in Cleveland for sexual offences
- Public perception and visibility of the police
- Independence from Cleveland Police
- Neighbourhood policing
- Public confidence, implementing the policing pledge, partnership working, all the volunteer support and initiatives, Neighbourhood policing working well, Good leadership
- Public perception, Focus and commitment to BCU's.
- Very vocal and up front and very supportive of Cleveland Police
- Partnership working and neighbourhood policing
- Level of improvement, good links between Force and Authority - all act as one; real commitment to supporting strategies in the community
- Making constructive plans and sticking with them. Overall reduction in crime figures. Sourcing and maintaining our own Air Support Unit. Finance has dramatically improved from the £7.3m blackhole to our present position.

Areas for improvement:

- Market and communicate to the public what it does, where is the breadth of the authority
- Communication strategy to inform and communicate with the public. Be more open and use the right platforms for communication, e.g Mosaic data
- Work closely with youth services to improve confidence with young people
- Maintain partnership working
- Keeping people informed of progress
- Distinction between monitoring the force
- Communication with the public
- Information sharing with partners
- More transparent and sharing governance information with the public
- Information sending to local government and dissemination
- Need to look at communication both internal and external in addition to local newspaper, more funding for volunteers, more work on the organisation being culturally diverse



- More balanced approach across BCU's
- Communicate and engage communities more
- Make selves more visible- some organisations unsure as to role of CPA until now. What about public - are they aware of CPA and differences between police / CPA. How will Policing Pledge be measured - how is success of it measured?
- Need to recognise what is going on in the community eg youth IAG; need to improve regional collaboration and information sharing
- Marketing our successes. This could be communicated within the Cleveland Police Website to diverse groups such as young people and other small cluster groups within the community. We may need to de-jargonise our content.

What Mechanisms would be appropriate for the CPA to make improvements?

- Work with the public directly
- Communicate the reality and perception of what's happening in policing
- Raised profile with the public
- Working in partnership with csps on this. Partnership between police and PA which enables the voice of Cleveland to be heard by Government and other national bodies. Results speak for themselves - reductions in crime and increase in perceptions are fantastic- need to continue to work in Partnerships. Do listen and react to consultation carried out.
- More information on internet site, do we have a partnership board. Use modern means such as facebook etc
- Use website, make more exciting! What is in it for people! Make use of new comms methods eg facebook twitter etc. overarching feedback strategy- involve all partners
- Need more feedback not just CPA and Police but all partners - need joint communications strategy



Question 3

The draft Business Plan for the CPA was circulated prior to this event. What comments do you have in relation to its relevance, structure and content?

- Presentation is good, typo in the message from the chair, the vision does not contain reference to ASB, is Cleveland a police or constabulary? The action priorities and timescales need to be amended to take cognisance of the financial impacts on partners and in particular the local authorities. Some terms need explaining.
- The business plan is reflective of our discussions such as partnerships
- Police involvement during the planning process e.g. between local authority and the local authority
- Impressed with the standard and detail
- User friendly
- Ensure individual is being communicated to by their preferred method
- Is there an easy read version? Looks thorough and comprehensive and links in with the policing plan and policing pledge. The priorities appear to be in touch with public views.
- Diversity should be a high priority not medium as stated.
- Can we have youth proofed adult version- far more exciting!
- SUMMARY! We get hundreds of these from various partners- needs to stand out!
- Need event to unpick plan and work out priorities
- Representation by CPA / police at partnership meetings must be at an appropriate level in relation to ability to make decisions on behalf of the organisation
- Need more time to consider- consultation needs to continue; seems very thorough - common message to what has been said today
- It seems to be a good business plan. However, we need to monitor it at appropriate stages.
- E + D is inward looking and is not clear how it will promote E + D in the community
- E + D needs some form of commitment around ensuring E + D is mainstreamed throughout all functions
- Generally speaking the Plan is for internal use - need a version that stakeholders can understand and buy into
- Overview summary would be good which simplifies what your key business priorities are



Question 4

This has been the first stakeholder event of this scale held by CPA. How would you wish to be consulted by CPA in the future?

- This event has been useful and informative, although the structure of the questions did not align very well to the use of zing. Could this be done at the four local areas at a more inclusive level
- Worthwhile event, inspires confidence, informs partner agencies what the police are doing. Similar event would be supported by our table
- Feedback from the event would be good
- More listening and interaction. More opportunity for discussion in stakeholder event
- Keep consultation going
- More stakeholder events with different themes. An event in each of the BCU reflecting local priorities. Use some social networking sites. More time needed for discussion. Could you have used zing all the way through to record questions as some people don't like speaking in large groups
- More emphasis placed on Business plan. Good overall though. Not so much a consultation.
- It is great but freezing! Other events to report on progress and developments would be good- input from partners to demonstrate innovative practice from the area
- More time for discussion/answers as loads to say but running out of time. A good first effort
- More time to consider questions and table discussions break up presentations with table discussions more information on future challenges
- It's been a good event- welcomed by those here..... but need to ensure more engagement with public and community assocs; could have used a session to launch the business plan; very useful event; good to get briefings on improvements and initiatives.
- We quite like the format that this morning's event has been delivered in. It is nice for us to meet different people with a vested interest in us all working together to achieve our goals. The messages communicated this morning should be passed to officers on the front line. Possibly with a view to rotate the venue for the event by policing districts.
- Today the time allotted for consultation has been limited - therefore rushed
- Link presentations to consultation questions - and giving enough time to respond