

# 2009 Regional Stakeholder Event



*From Success to Excellence*  
“Delivering through Partnerships”

# Police Authority Members



Cllr. Dave McLuckie  
*Chair*



Mr. Peter Race MBE  
*Vice Chair*



Mr. Ted Cox JP



Cllr. Caroline Barker



Cllr. Mary Lanigan



Cllr. Paul Kirton



Mr. Peter Hadfield



Cllr. Victor Tumilty



Miss. Pamela  
Andrews-Mawer



Mr. Chris Coombs



Mr. Aslam Hanif



Cllr. Barry Coppinger



Cllr. Ron Lowes



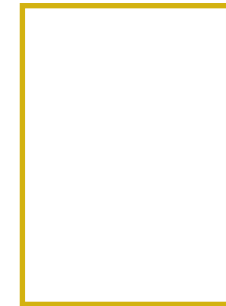
Cllr. Hazel Pearson  
OBE



Mr. Mike McGrory  
JP



Cllr. Stephen Wallace



Vacancy

# Agenda

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09.30am **Registration & refreshments**

10.00am **Welcome & Introduction** - Cllr Dave McLuckie

10.05am **The Golden Thread** - Cllr Dave McLuckie  
*Gives an overview of Cleveland Police Authority from 2004 to date, detailing the challenges we have faced and overcome to where we are now and looking to where we want to be in the future!*

10.30am **Project I** - Mr Joe McCarthy  
*Project I is exploring the potential of outsourcing ICT and elements of the Control Room function and to improve services and release Officers back to front line duties.*

10.45am **Cleveland Air Support Unit** - Mr Peter Race MBE  
*"Air Support. . .Where we were. . .to where we are. . . serving our communities with leading edge science and commitment."*

11.00am **Force Performance Update - focusing on the Policing Pledge (ACPO)** - ACC Sean White  
*Crime continues to fall; the detection rate is well above target. Public confidence ratings place the Force in the top 3 and local surveying indicates even higher levels of satisfaction and confidence. A small team is working full-time on the Policing Pledge to achieve a 'good' or 'excellent' grade and I will discuss policing priorities for next year (2010/11).'*

11.10am **Youth Proof Policing Plan Presentation**  
*Just 4 Youth and young people's involvement in youth proofing the Policing Plan. A third successful year for this innovative project. A ground breaking project jointly delivered by Cleveland Police Authority and Just 4 Youth – involving young people producing their own versions of the annual policing plan.*

11.20am **Cadets**

*The cadet scheme is a voluntary youth programme which aims to empower the young people involved and enable them to contribute to creating safer, stronger and more sustainable communities. In this presentation the Cadets will give an overview of what the programme has involved so far and what plans there are for the future.*

11.30am **Volunteers**

*Cleveland Police has richly benefited from members of our communities who dedicate their time, energy and skills to us as community volunteers or members of the Special Constabulary. Today we have an opportunity to find out what it is like to volunteer in the police service, and what is being achieved across the force. A brief overview of the roles of Specials and Volunteers and how these roles integrate into the working lives of the people who undertake them.*

11.40am **Tag Rugby**

*The tag rugby scheme provides Neighbourhood Policing Teams with accredited training allowing them to coach tag rugby within schools whilst delivering a community safety message. This presentation gives an overview of some of the activities which have taken place as part of the scheme.*

11.50am **Question Time - What do you think we should be focusing on in the future**

12.30pm **Event Close with Lunch**



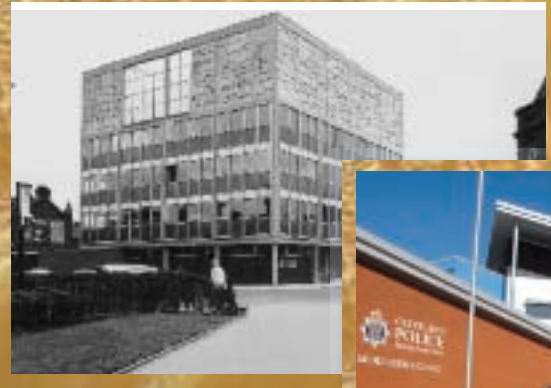
*'Out with the old' . . .*

out with the Old



*. . . 'in with the new'*

in with the New



Dunning Road - Middlesbrough



Middlesbrough HQ



Old - South Bank



New - South Bank



Old - Redcar Police Office



New - Redcar Police Office



Above - Coulby Newham Police Office and (right) the new Redcar & Cleveland HQ at Kirkleatham.



## out with the Old



Cannon Park - Road Policing Unit - Middlesbrough

## in with the New



New - Road Policing Unit - Wynyard Business Park

## OUR PLEDGE TO YOU



The police service in England and Wales will support law abiding citizens and pursue criminals relentlessly to keep you and your neighbourhoods safe from harm. We will:

- 1 Always treat you fairly with dignity and respect ensuring you have fair access to our services at a time that is reasonable and suitable for you.
- 2 Provide you with information so you know who your dedicated Neighbourhood Policing Team is, where they are based, how to contact them and how to work with them.
- 3 Ensure your Neighbourhood Policing Team and other police patrols are visible and on your patch at times when they will be most effective and when you tell us you most need them. We will ensure your team are not taken away from neighbourhood business more than is absolutely necessary. They will spend at least 80% of their time visibly working in your neighbourhood, tackling your priorities. Staff turnover will be minimised.
- 4 Respond to every message directed to your Neighbourhood Policing Team within 24 hours and where necessary, provide a more detailed response as soon as we can.
- 5 Aim to answer 999 calls within 10 seconds, deploying to emergencies immediately giving an estimated time of arrival, getting to you safely and as quickly as possible. In urban areas, we will aim to get to you within 10 minutes and in rural areas within 20 minutes.
- 6 Answer all non-emergency calls promptly. If attendance is needed, send a patrol giving you an estimated time of arrival, and:
  - If you are vulnerable or upset we will aim to be with you within 60 minutes.
- If you are calling about an issue that we have agreed with your community will be a neighbourhood priority and attendance is required, we will aim to be with you within 60 minutes.
- Alternatively, if appropriate we will make an appointment to see you at a time that fits in with your life and within 48 hours.
- If agreed that attendance is not necessary we will give you advice, answer your questions and/or put you in touch with someone who can help.
- 7 Arrange regular public meetings to agree your priorities, at least once a month, giving you a chance to meet your local team with other members of your community. These will include opportunities such as surgeries, street briefings and mobile police station visits which will be arranged to meet local needs and requirements.
- 8 Provide monthly updates on progress and on local crime and policing issues. These will include the provision of crime maps, information on specific crimes and what happened to those brought to justice, details of what action we and our partners are taking to make your neighbourhood safer and information on how your force is performing.
- 9 If you have been a victim of crime agree with you how often you would like to be kept informed of progress in your case and for how long. You have the right to be kept informed at least every month if you wish and for as long as is reasonable.
- 10 Acknowledge any dissatisfaction with the service you have received within 24 hours of reporting it to us. To help us fully resolve the matter, discuss with you how it will be handled, give you an opportunity to talk in person to someone about your concerns and agree with you what will be done about them and how quickly.

**We want to do our best for you but if we fail to meet our Pledge we will always explain why it has not been possible on that occasion to deliver the high standards to which we aspire and you deserve.**

# 10 things you need to know about your Police Authority



is an independent body of 17 local people including councillors, one magistrate and members of the public.



sets annual objectives and targets based on consultation with local people for the police to deliver in the year ahead.



manages the police budget and consults with local councils before setting the police part of the council tax.



appoints the Chief Constable and senior police officers.



monitors police performance including value for money and holds the Chief Constable to account on behalf of the community.



checks that the Chief Constable delivers a police service which balances both national strategic priorities with the concerns of local people.



ensures that citizens have a say in how they are policed.



monitors complaints against the police and the treatment of people in police cells.



promotes equality and good relations between different groups of people. As part of this, it ensures people know their rights if they are stopped or searched by the police.



makes sure the police service does everything it can to keep improving policing for your community.

## Useful Contacts

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### **Cleveland Police Authority**

[www.clevelandpa.org.uk](http://www.clevelandpa.org.uk)

01642 301467

### **Cleveland Police**

[www.clevelandpolice.org.uk](http://www.clevelandpolice.org.uk)

Central Switch - 01642 326326

Hartlepool District - 01642 302110

Middlesbrough District - 01642 303110

Redcar and Cleveland District - 01642 302626

Stockton District - 01642 302210

### **Volunteers Co-Ordinator (including Specials)**

Caroline Kerr - 01642 301754

### **Tag Rugby**

Sarah Wilson - 01642 301446

### **Cadets**

[www.cleveland.police.uk/young-people/Cadets.aspx](http://www.cleveland.police.uk/young-people/Cadets.aspx)

Georgina Swanson - 0845 271 3872

### **Just 4 Youth**

[www.just4youth.com](http://www.just4youth.com)

Nicole High - 01642 230555

Nicole\_high@wmnt.co.uk

Joanne Hodgkinson (Police Authority) - 01642 301635

### **Sexual Assault Referral Centre**

[www.Helenbrittonhouse.co.uk](http://www.Helenbrittonhouse.co.uk)

Helen Britton House - 01642 516888

### **Vulnerability Units**

North - 01642 306775

South - 01642 306789

### **Choice**

0800 5 999 365 (24 hour helpline)

### **Home Office**

[www.homeoffice.gov.uk](http://www.homeoffice.gov.uk)

020 7035 4848

### **Association of Police Authorities**

[www.apa.police.uk](http://www.apa.police.uk)

020 7664 3096