

**CUMBRIA POLICE AUTHORITY**

**POLICING PLAN AND BEST VALUE COMMITTEE**

Minutes of a Meeting of the Policing Plan and Best Value Committee held on Friday 13 January 2006 in Conference Room 1, Police Headquarters, Carleton Hall, Penrith commencing at 10 am.

**PRESENT**

Mr C S Moth (Chair)

Mrs P M Halfpenny  
Mrs L Slavin  
Mr W Smith

Mr R Watson  
Mr J Woolley

**Also present:**

Assistant Chief Constable (Mr N Rhodes)  
Head of Strategic Development (Ms J Davies)  
ACC Staff Officer (Sgt A Brown)  
Deputy Clerk (Mr S Edwards)

**PART 1 – ITEMS CONSIDERED IN THE PRESENCE OF THE PRESS AND PUBLIC**

**44. MEMBERSHIP**

The Committee noted the appointment of Mrs C A Egan to the Committee pending the recruitment of a new Independent Member to the Authority.

**45. APOLOGIES FOR ABSENCE**

Apologies for absence were received from Mrs C A Egan.

**46. EXCLUSION OF PRESS AND PUBLIC**

There were no items on the Agenda from which the Press and Public were to be excluded.

**47. DISCLOSURE OF PERSONAL INTERESTS**

There were no disclosures of personal interest in relation to any item on the Agenda.

**48. MINUTES**

The Minutes of the meeting of the Committee held on 23 November 2005 had been circulated with the Agenda for the meeting.

**RESOLVED,** that, the Minutes of the meeting of the Committee held on 23 November 2005 be confirmed as a correct record and signed by the Chair.

**49. CUMBRIA POLICE AUTHORITY ANNUAL POLICING PLAN 2006/07**

The Assistant Chief Constable presented a report appended to which was the first draft of the Annual Policing Plan for 2006/07. As previously agreed by the Committee a shorter version than in previous years was being prepared in an attempt to increase its appeal and readability while still complying with statutory guidance.

The draft circulated was only intended to provide an indication of content and Members were asked to note that designers had not yet been involved in developing the format for the Plan.

The Head of Strategic Development advised Members that the intention was to ensure that the Plan provided all the information that people required in a brief and accessible manner. However, it would comply with Statutory Guidance. Performance tables would feature at the end of the Plan and would not interrupt the narrative. A standardised format was being adopted linking national and local priorities, Statutory Performance Indicators and Targets which would assist in accessing performance and the general understanding of the Plan.

Members gave consideration to the draft submitted. In doing so they noted the importance of ensuring that the data used within the Plan was as up to date as possible and also that where targets and priorities were included they were meaningful and could be monitored. The view was expressed that the use of domains could make it more difficult for the Authority to monitor performance, though Members acknowledged that the Plan was based on domains. Members welcomed the fact that clearly identified priorities with performance measures were essential. Members also considered it important that it was possible from the information included in the Plan to identify the direction of travel in terms of performance in various areas of activity. In response to a question from a Member the Head of Strategic Development advised that there would be a short narrative included within the Plan on each of the BCUs.

**RESOLVED,** that

- (1) The draft Annual Policing Plan 2006/07 be noted;
- (2) Members comments be taken into account in subsequent drafts of the Plan.

## **50. UPDATE ON 2006/07 TARGET SETTING PROCESS**

The Assistant Chief Constable presented a report which set out the current position in relation to target setting for 2006/07. It was the intention to produce a target setting paper for the meeting of the Committee on 21 February 2006 which would report progress against targets, SPIs and outline suggested targets for the Local Domain. The paper currently before the Committee was intended to provide an update on progress.

The Head of Strategic Development advised that it was anticipated that the current three year targets identified within the Policing Plan would continue, possibly augmented by new target areas. Some existing targets might require reconsideration. The Constabulary was also attempting to identify SMART, meaningful and cost effective ways of monitoring the targets identified.

Members noted in the report the issues emerging from the Barrow Neighbourhood Policing Survey. The Assistant Chief Constable advised that it might be difficult to incorporate the priorities identified by local communities within the overall county level plan. As a consequence it could be necessary for the Constabulary to develop "micro plans" for neighbourhood policing areas. Local targets and measures would be necessary for addressing local issues, and this was an area which was of real importance to the Constabulary.

Members referred to feedback they had received in relation to speeding motor vehicles and anti social behaviour, which appeared to be two common strands in feedback on policing priorities.

With reference to the suggestion in the report that a possible new target area could be developed around the restructuring project the Assistant Chief Constable advised that at this stage he was merely flagging up the possibility of the need to develop targets for what would be a major piece of activity for the Constabulary in relation to restructuring. At this stage it was not possible to say what the targets might be but this was an area which might need to be considered for the development of targets.

**RESOLVED,** that the position be noted.

## **51. QUALITY OF SERVICE COMMITMENT ACTION PLAN**

The Assistant Chief Constable presented a report which provided a progress update on the action plan for the Quality of Service Commitment. The report summarised what was required in order to demonstrate compliance by November 2006. This followed the new Home Office guidance received by Forces in October 2005 and which had been reinforced by a national Quality of Service Commitment network event.

The Constabulary had made significant progress in completing the actions to ensure compliance. In particular, over the last quarter, the Constabulary had

completed a Best Value Review of User Satisfaction. This required identifying user requirements, identifying areas of dissatisfaction and methods of improving the quality of service provided. This was a key piece of work that contributed towards achieving compliance. Similarly, the implementation of Neighbourhood Policing had commenced as part of the Citizen Focus Program. However, the next stage was to ensure the appropriate policies, training, communication and quality checking processes were in place to ensure continued high levels of user satisfaction.

The Head of Strategic Development advised that the action plan appended to the report painted a very positive picture of progress towards achievement of the Quality of Service Commitment.

In considering the report reference was made to the introduction of the single non-emergency number for the Constabulary and Members commended the officers for the way this particular piece of work had been undertaken. The Assistant Chief Constable advised that its introduction was being monitored by the Programme Management Working Group.

**RESOLVED,** that progress to date and the actions required in order to achieve compliance with the Quality of Service Commitment by November 2006 be noted.

**Note:** Item 9 on the Agenda, Local Policing Summaries, had been withdrawn and would be submitted to the next meeting of the Committee.

**The Meeting ended at 10.50am**