

## Review of Community Engagement in Community Safety and Drugs Partnership

### Action Plan

<b>Recommendation No. 1</b>	Improve relationship with Town and Parish Councils taking into consideration resource implications and likely outcome.				
<b>Executive's Response</b>	This recommendation is accepted.				
<b>Action</b>	<b>Owner</b>	<b>By When</b>	<b>Target/Success Criteria</b>	<b>Progress</b>	
Arrange a presentation to councils via HALC on the work of the partnership	CSDP Marketing Officer	Oct 09	Greater understanding and engagement by councils		
Explore raising the work of the HCSDP in parish magazines	CSDP Marketing Officer	Ongoing	Higher profile of HCSDP at parish level		
Work with the Parish Liaison Officer to feature HCSDP with town and parish councils	CSDP Marketing Officer	July 09	Profile in town and parish council newsletter		
<b>Recommendation No. 2</b>	Town Council Champions created as the anchor between the partnership and newly formed Local Community Safety and Drugs Forums.				
<b>Executive's Response</b>	This recommendation is accepted.				
<b>Action</b>	<b>Owner</b>	<b>By When</b>	<b>Target/Success Criteria</b>	<b>Progress</b>	
To produce an outline of expectation of a Town Council Champion	CSDP Partnership Manager	July 09	Outline produced		
To write to Town Councils requesting feedback on the recommendation and asking for a nomination	CSDP Partnership Manager	July 09	Nomination received		

<b>Recommendation No. 3</b>	PACT meetings could be a valuable tool, but the review had deep concerns as to how well they are working. A separate review should be undertaken, possibly via Local Area Member Briefings to improve PACT meetings. Items to be considered: "Ownership" – should PACT meetings be owned by Herefordshire Council, Police, Town or Parish Councillors or a combination of all four? Improving feedback and using this as an opportunity for communication More effective advertising of meetings			
<b>Executive's Response</b>	This recommendation is accepted.			
<b>Action</b>	<b>Owner</b>	<b>By When</b>	<b>Target/Success Criteria</b>	<b>Progress</b>
A review will be undertaken and reported to Cabinet	Head of Partnership Support	June 2009	Review Completed	
Implementation of Revised arrangements	Head of Partnership support	September 2009	Review Implemented	
<b>Recommendation No. 4</b>	The Drug and Alcohol Forums become the Local Community Safety and Drugs Forums with a lead Community Support Officer, and additional funding sought for the forums to address the wider issue of reducing crime.			
<b>Executive's Response</b>	This recommendation is accepted.			
<b>Action</b>	<b>Owner</b>	<b>By When</b>	<b>Target/Success Criteria</b>	<b>Progress</b>
To pursue funding for the forums to retain current activity (as allocation is due to finish in April 2009), and explore additional funding to extend role and support for the groups.	Community Safety Manager	On going	Potential funding identified	
To discuss extending the role of the forums with the existing groups.	Community Safety Manager	July 09	Agree on extended role at next forum chairs meeting	

<b>Recommendation No. 5</b>	That partnership officers are involved in the parish plan process to ensure community safety is included in the production of effective plans.				
<b>Executive's Response</b>	This recommendation is accepted.				
<b>Action</b>	<b>Owner</b>	<b>By When</b>	<b>Target/Success Criteria</b>	<b>Progress</b>	
That an information / tips sheet regarding community safety matters is produced for parishes involved in the parish planning process	Community Safety Policy Manager	Nov 09	Produce information for distribution		
That closer working takes place with the Parish Planning Implementation Officer to ensure integration with the parish planning process	Community Safety Policy Manager	On going	Profile of community safety in parish plans		
<b>Recommendation No. 6</b>	To continue engagement with "hard to reach" groups and investigate linkages with other council, partner and voluntary sector consultation initiatives.				
<b>Executive's Response</b>	This recommendation is accepted.				
<b>Action</b>	<b>Owner</b>	<b>By When</b>	<b>Target/Success Criteria</b>	<b>Progress</b>	
To review consultation with "hard to reach" groups conducted as part of the Strategic Assessment for 2009 and consider improvements if necessary.	CSDP Performance and Data Officer	May 09	Review completed with recommendations for future engagement		
<b>Recommendation No. 7</b>	That the new community pride grants for the county include support for small initiatives that aim to design out crime.				
<b>Executive's Response</b>	This recommendation is accepted.				
<b>Action</b>	<b>Owner</b>	<b>By When</b>	<b>Target/Success Criteria</b>	<b>Progress</b>	
To include "design out crime" initiatives into the new community pride grants operational from April 2009.	Grants and Programmes Manager	April 09	Criteria produced to include design out crime.		

<b>Recommendation No. 8</b>	The importance of feedback is emphasised to all officers and partners both to improve community engagement and to address perception of crime. All opportunities for giving feedback should be exploited e.g. PACT meetings, Parish Councils, Neighbourhood Watch.				
<b>Executive's Response</b>	This recommendation is accepted.				
<b>Action</b>	<b>Owner</b>	<b>By When</b>	<b>Target/Success Criteria</b>	<b>Progress</b>	
Review Council/PCT Customer Services and Insight Strategy	Head of Customer Services & Corporate Programmes	September 2009	New strategy adopted by Cabinet		
<b>Recommendation No. 9</b>	Public engagement is a valuable tool to improve public safety and public services by truly understanding the needs of residents. A separate review should be undertaken to evaluate the quantity and quality of the consultation and public engagement events that are taking place or likely to take place within the whole Council.				
<b>Executive's Response</b>	This recommendation is accepted.				
<b>Action</b>	<b>Owner</b>	<b>By When</b>	<b>Target/Success Criteria</b>	<b>Progress</b>	
Review of Customer Services and Insight Strategy	Head of Customer Services & Corporate Programmes	September 2009	New strategy adopted by Council		