

Review of Community Engagement in Community Safety and Drugs Partnership

Action Plan

Recommendation No. 1	Improve relationship with Town and Parish Councils taking into consideration resource implications and likely outcome.				
Executive's Response	This recommendation is accepted.				
Action	Owner	By When	Target/Success Criteria	Progress	
Arrange a presentation to councils via HALC on the work of the partnership	Sharon Amery, Marketing Officer	Oct 09	Greater understanding and engagement by councils	Jane Rose and Hannah McSherry did a recent training session with all of the Councillors on the work of the partnership.	
Explore raising the work of the HCSDP in parish magazines	Sharon Amery, Marketing Officer	Ongoing	Higher profile of HCSDP at parish level	All Councillors receive a copy of the Safer Herefordshire newsletter. Many of the campaigns are county wide; articles are put in local papers where appropriate such as the recent graffiti campaign.	
Work with the Parish Liaison Officer to feature HCSDP with town and parish councils	Sharon Amery, Marketing Officer	July 09	Profile in town and parish council newsletter	They are all consulted with through a questionnaire for the strategic assessment.	
Recommendation No. 2	Town Council Champions created as the anchor between the partnership and newly formed Local Community Safety and Drugs Forums.				
Executive's Response	This recommendation is accepted.				
Action	Owner	By When	Target/Success Criteria	Progress	
To produce an outline of expectation of a Town Council Champion	Jane Rose, Partnership Manager	July 09	Outline produced	A draft outline has been produced but as the forums are not in a position to take forward it is hoped that they will be in the near future.	
To write to Town Councils requesting feedback on the recommendation and asking for a nomination	Jane Rose, Partnership Manager	July 09	Nomination received	Currently working with Safer Ledbury on how we can progress this further.	
Recommendation No. 3	<p>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.</p> <p>Items to be considered:</p> <ul style="list-style-type: none"> “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 				

Executive's Response	This recommendation is accepted.			
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A review will be undertaken and reported to Cabinet	Head of Partnership Support	June 2009	Review Completed	Herefordshire Partnership is currently working with a sub group of partners looking at the development of PACT in line with the development of the Community Engagement Framework.
Implementation of Revised arrangements	Head of Partnership support	September 2009	Review Implemented	Please see above.

Recommendation No. 4	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.			
Executive's Response	This recommendation is accepted.			
Action	Owner	By When	Target/Success Criteria	Progress
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.	Laura Tyler, Community Safety Manager	On going	Potential funding identified	All forums are made aware of funding streams available through the funding directory the Council manages. Any additional funding opportunities deemed appropriate is also forwarded to the forums. Many of the forums have existing funding in their accounts and forums with some forums applying for external funds. All the forums had the opportunity to do some training around how to produce a business case which would assist in funding.

Action	Owner	By When	Target/Success Criteria	Progress
To discuss extending the role of the forums with the existing groups.	Laura Tyler, Community Safety Manager	July 09	Agree on extended role at next forum chairs meeting	The forum chairs met with Mark Turner (the Safer Herefordshire Strategic Chair at that time) to discuss the future of the forums and how we can best support how they would like to continue. Ledbury are piloting a change in focus in line with Safer Herefordshire's priorities. They have had 2 meetings to discuss how they will take this forward including the development of some draft Terms of reference. It is hoped that they will lead and the other forums will follow. Similar discussions are being held with Leominster. South Wye continues its focus on Drugs and Alcohol and young people due to the issues in the area of which it serves. The Community Safety Co-ordinator is currently supporting where appropriate.

Recommendation No. 5	That partnership officers are involved in the parish plan process to ensure community safety is included in the production of effective plans.			
Executive's Response	This recommendation is accepted.			
Action	Owner	By When	Target/Success Criteria	Progress
That an information / tips sheet regarding community safety matters is produced for parishes involved in the parish planning process	Hannah McSherry, Community Safety Policy Manager	Nov 09	Produce information for distribution	Information is sent as appropriate, depending on what the issues are locally.
That closer working takes place with the Parish Planning Implementation Officer to ensure integration with the parish planning process	Hannah McSherry, Community Safety Policy Manager	On going	Profile of community safety in parish plans	Enquiries made with Parish Planning Implementation Officer to ensure community safety issues identified in the Parish Plans are included in the annual strategic assessment process. Safer Herefordshire is currently consulting with Parish Councils and elected members.

Recommendation No. 6	To continue engagement with “hard to reach” groups and investigate linkages with other council, partner and voluntary sector consultation initiatives.			
Executive’s Response	This recommendation is accepted.			
Action	Owner	By When	Success Criteria	Progress
To review consultation with “hard to reach” groups conducted as part of the Strategic Assessment for 2009 and consider improvements if necessary	Paula Daniels-Symonds, Performance and Data Officer	May 09	Review completed with recommendations for future engagement	<p>During the strategic assessment process in 2009, great effort was made in endeavouring to engage with hard to reach and vulnerable groups, for example travelling communities, local businesses, migrant and seasonal workers and disability groups.</p> <p>Successful engagement was made with:</p> <ul style="list-style-type: none"> • ‘Safer Herefordshire’ events across the county through completed questionnaires. Questionnaires currently available in Polish, Portuguese and English. • Local input into the quarterly Police joint crime and safety surveys (<i>these changed from annual to quarterly surveys from June 2009</i>) • PACT Meetings and Police PACT face-to-face surveys • Herefordshire Quality of Life (Place) survey • Safer Herefordshire questionnaires at Children’s Centres and Herefordshire Council Info Centres. • Herefordshire 100 - Migrant and settled workers consultation. • Substance misuse carer and user information/feedback. • Safer Herefordshire Local Business Crime survey. • Every Child Matters ‘Building Bridges’ survey with over 7000 young people in Herefordshire. • Disability survey (Safer Herefordshire input community safety section in a disability survey conducted by the Council Diversity Team in June 2009). <p>Key issues identified from all of the above were included in the 2009 strategic assessment.</p>

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Recommendation No. 7	That the new community pride grants for the county include support for small initiatives that aim to design out crime.			
Executive's Response	This recommendation is accepted.			
Action	Owner	By When	Target/Success Criteria	Progress
To include "design out crime" initiatives into the new community pride grants operational from April 2009.	Tracy Ricketts, Grants and Programmes Manager	April 09	Criteria produced to include design out crime.	This has been done and is now on the information sheet.
Recommendation No. 8	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.			
Executive's Response	This recommendation is accepted.			
Action	Owner	By When	Target/Success Criteria	Progress
Review Council/PCT Customer Services and Insight Strategy	Mike Teale	Sept 2009	New strategy adopted by Cabinet	
Recommendation No. 9	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.			
Executive's Response	This recommendation is accepted.			
Action	Owner	By When	Success Criteria	Progress
Review of Customer Services and Insight Strategy	Mike Teale	Sept 2009	New strategy adopted by Council	