



## **CRIME AND DISORDER SCRUTINY COMMITTEE - 11 SEPTEMBER 2014**

**SUBJECT: PACT REVIEW**

**REPORT BY: CHIEF INSPECTOR - PAUL STANIFORTH**

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### **1. PURPOSE OF REPORT**

- 1.1 The report is provided as an information item for Elected Members to bring their attention to a review of partnership engagement process with members of the public.

### **2. SUMMARY**

- 2.1 PACT was adopted as a recognised engagement method by Gwent Police and CCBC in 2006 as a result of the guidance provided in the National Reassurance Policing Programme. The basis of this original neighbourhood policing model is to have dedicated police resources working together, with partners and the public, to understand and tackle the problems that matter to them most.
- 2.2 Initial guidance set out a meeting programme to be held in each ward area on a rolling quarterly programme supported by a random sample questionnaire of 100 residents, to identify local problems to be confirmed, prioritised and actioned at the locally held meeting. Since its inception in 2006, the PACT meeting method has been reviewed on a number of occasions in an attempt to update the process as local requirements have evolved. Despite these reviews, the original rigid and bureaucratic meeting process is still used as a main engagement method by the force.
- 2.3 In response to representations made to the police and crime commissioner during public surgeries and meetings across the force, it has been decided that the PACT process is in urgent need of review. It is recognised that there is a poor level of attendance in the majority of PACT meetings that take place. It is accepted that there are pockets of success in terms of the level of attendance across the force and it is important that those meetings are retained and enhanced so as not to damage public confidence in those wards.
- 2.4 This review remains cognisant of the findings of several other reviews which have been conducted across the force, both by local neighbourhood staff and the office of the PCC. The commissioner has publicly announced that the PACT process will be changed to meet the evolving needs of our communities. This report summaries progress so far.

### **3. LINKS TO STRATEGY**

- 3.1 Supports the single integrated plan, "Caerphilly Delivers" across the 'Safer Caerphilly' strand
- 3.2 Effective engagement and consultation, whether alone or in partnership, supports the Council's approved Public Engagement Strategy and the guidance in the Equalities Consultation and Monitoring document.

## **4. THE REPORT**

4.1 This report is intended to identify options to improve the current method of engaging with the public in order to identify priorities that local police and partners can problem solve, in order to feed back the results to the community, which in essence is exactly what (PACT) was set up to achieve.

### **4.2 Agreed engagement principles for Gwent**

4.2.1 We will work together to engage and consult, with the people in Gwent, on key policing and community safety matters in a coordinated way.

4.2.2 We will jointly identify the purpose of any engagement, and work with local communities to implement the most appropriate and effective engagement activity to achieve this based upon tier requirements.

4.2.3 We will support and empower communities to actively participate in local decision making and incident resolution by providing opportunities to engage with service providers to identify and problem solve their concerns.

4.2.4 We will jointly develop, empower and use a robust approach to maintain a local contacts network to facilitate engagement and problem solving activities to address identified issues.

4.2.5 All partners will explore, develop and share a range of common and effective engagement methods.

4.2.6 We will effectively communicate and discuss feedback actions completed and outcomes with communities and how they will be used to affect service provision.

4.2.7 We will regularly review and evaluate engagement activities and publish the findings.

### **4.3 The PACT process**

To understand where the process is failing requires a firm understanding of the PACT process itself. The process is bound by legislation and requires the Police to work in partnership in order to engage with the public, based on the fundamental principles of neighbourhood policing – access, influence, intervention and answers. It is a misconception that if the meeting is poorly attended the process has failed. The meeting serves two main functions. To deliver the answers back to the community and to a lesser degree, decide upon the priorities for the area over the next quarterly period. If proper quality engagement has already taken place it is possible to clearly identify the priorities prior to the meeting. In a poorly attended meeting there is virtually no democratic function in agreeing the top three priorities for the ward, due to lack of numbers in attendance. The meeting is used to deliver the results from the previous cycle of the process and offers local residents an opportunity to speak with a senior officer within their policing area, normally Sergeant or Inspector. In recent years the Police attendance has diminished to PC and CSO level, which has attracted criticism from those who attend.

### **4.4. Key priorities**

Over the past three months focus groups have taken place involving representatives from all LPU's, together with Gwent Police corporate communications and partnership analysts. The findings from the previous PACT reviews have been considered as well as the experience from the neighbourhood Inspectors and other key staff present. An internal guardian communication system entry has been released inviting comment from the whole force to inform the process of review.

As a result, the following key priorities were agreed in terms of moving the process forward:

- 1 The name 'PACT' is largely associated with a failing process and if we are to improve the entire process then consideration should be given to totally rebranding a new

- name.
- 2 There is a need for a corporate approach towards the process from start to finish, contained within a clear tactical framework of delivery. Within this framework there should be room for an element of localism, to ensure that the process is flexible enough to deliver the service according to the individual needs of each neighbourhood and partnership.
  - 3 There is a need to remove those 'failing' PACT meetings from the process as they are undermining public confidence and replace them with another form of 'Answers' back to the public.
  4. Partnership involvement needs to be clearly evidenced throughout the process but may not be corporate across all five LPU's.

#### 4.5 **Alternative branding**

Discussions have taken place with corporate communications over the potential to rename the PACT process. Strong representations were made by the focus group clearly indicating that if we retain the name PACT it will hinder the potential success of any reformed process. This is due to the stigma that is attached to the name, which is heavily associated with poorly attended meetings in the majority of areas across the force.

#### 4.6 **Recommendations**

- Completely re name the process as 'Your Voice in *Ystrad Mynach*'
- Adopt new up to date methods of identifying priorities with the use of tablets and OWL (online neighbourhood watch) which will enhance our more traditional methods of engagement.
- Remove poorly attended old style PACT meetings after community consultation.
- Retain those meetings, which are deemed as successful and build upon their success.
- Introduce a consistent level of structured Inspector availability for community consultation and feedback.
- Enhance the feedback of outcomes to the community by using social media, improved local advertising, surgeries and neighbourhood team presentations.

### 5. **EQUALITIES IMPLICATIONS**

5. A full equality impact assessment will be produced by Gwent Police once local independent advisory groups have been consulted (due to take place early August).

### 6. **FINANCIAL IMPLICATIONS**

- 6.1 Cost of tablets for new face to face engagement processes which has been met by Gwent Police.

### 7. **PERSONNEL IMPLICATIONS**

- 7.1 Local Authority Community Safety Wardens (CSW's) attend the local PACT meetings to represent the local authority and feedback on relevant issues. They play a key role in ensuring that the local authority element of the partnership response to resident's problems is dealt with. Measures have been discussed to ensure that the important partnership link will be clear and that CSW's will still play a part in local joint engagement so as not to reduce their accessibility to the local communities.

### 8. **CONSULTATIONS**

- Community Safety Unit
- Members of the public
- Office of the PCC

- Gwent Police neighbourhood staff representing every local policing area.
- Independent advisory group
- Elected members in each authority (Newport still pending)

## **9. RECOMMENDATIONS**

9.1 That Committee Members note the recommendations of the review as listed at 4.6

## **10. REASONS FOR THE RECOMMENDATIONS**

10.1 Improvement of a partnership public consultation process

## **11. STATUTORY POWER**

11.1 There is no statutory power applicable to this report

Author: Ch. Insp Paul Staniforth

Consultees: Councillor Hefin David, Chair Crime and Disorder Scrutiny Committee  
Councillor David Poole, Cabinet Member for Community and Leisure Services  
Councillor Sean Morgan, Vice Chair, Crime and Disorder Scrutiny Committee  
Superintendent Marc Budden, Safer Caerphilly Strategic Lead and Delivery Group Chair  
Rob Hartshorn, Head of Public Protection, Vice Chair Delivery Group  
Kathryn Peters, Community Safety Manager  
Inspector Kevin Childs, LPU Partnership Inspector  
David A Thomas, Senior Policy Officer (Equalities and Welsh Language)  
Paul Adams, Senior Assistant Accountant  
Sian Phillips, Human Resources Manager