

REGENERATION, COMMUNITY AND CULTURE OVERVIEW AND SCRUTINY COMMITTEE

16 JUNE 2011

COMMUNITY SAFETY PARTNERSHIP RESPONSE TO THE EFFECTIVENESS AND FUTURE OF PACTS IN MEDWAY

Report from: Director of Regeneration, Community and Culture

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Summary

This report seeks to inform the committee on the Community Safety Partnership's response to the Overview and Scrutiny task group's report on 'The Effectiveness and Future of PACTs in Medway' and progress made in implementing the recommendations.

A PACT, which stands for Partners and Community Together, is a mechanism that provides a focus for identifying community concerns and getting something done about them. PACTs have been established within every ward across Kent and Medway.

PACTs enable local community groups, parish councils, residents associations and other interested groups to get things done by those communities with the support of partner agencies, including the police, council and other key stakeholders, in their locality.

1. Budget and Policy Framework

- 1.1. The Local Government and Public Involvement in Health Act 2007 and Police and Justice Act 2006 gave Overview and Scrutiny Committees powers to scrutinise and require information from the responsible authorities making up the Community Safety Partnerships (CSPs) in relation to crime and disorder. A report to the Regeneration, Community and Culture Overview and Scrutiny Committee on 27 August 2009 outlined the legislative position, including the requirement for the local authority or other responsible authority to consider any report or recommendations from the crime and disorder committee (which in Medway is the Regeneration Community and Culture Overview and Scrutiny Committee) and to have regard to the report or recommendations in exercising its functions.
- 1.2. There is no legal obligation on the Police or other members of the CSP to set up and support PACTs. However, The Louise Casey review, 'Engaging Communities in Fighting Crime' published in 2008, established the top ten policing approaches that the public wants to

see. These included continuity in the local policing team and good engagement with the community to identify priorities for action and to give feedback on action and outcomes on cases of greatest community concern.

- 1.3. To meet these expectations the police service agreed to commit to a policing pledge which includes a commitment to 'arrange regular public meetings to agree your priorities ... giving you a chance to meet your local team with other members of your community.'
- 1.4. The council, the Local Strategic Partnership and the CSP have agreed a range of priorities and performance measures against which progress on community engagement and community safety is measured. These are set out in the Council's Sustainable Community Strategy, the Council Plan and the Community Safety Partnership Plan 2009 – 2012, the last of which is produced and delivered by the CSP and is also the subject of scrutiny by this committee.
- 1.5. In each of these documents there is a commitment to the development of the work of PACTs to enable the police, council and other partners to listen and respond to residents' concerns and in particular involve residents in tackling local crime and anti-social behaviour concerns in their neighbourhood.

2. Background

- 2.1. The Regeneration, Community and Culture Overview and Scrutiny Committee determined, at its meeting of January 2010, to set up a cross-party task group to agree terms of reference and undertake an in-depth review of the effectiveness and future of PACT schemes within Medway
- 2.2. Councillors expressed an interest in examining:
 - The impact and effectiveness of PACTs in comparison to areas without them
 - The issues being raised by PACTs, and the difficulty of the same issues being raised at meetings over time
 - Whether each PACTs priorities were being achieved with long-term benefits to those neighbourhoods, and
 - The extent to which information about the activities of, and outcomes from PACTs were being recorded, analysed and acted on.
- 2.3. At the meeting of 16 November 2010, the committee considered the task group's report on the review of the effectiveness and future of Partners and Communities Together (PACTs) in Medway. The committee agreed the 15 recommendations contained within the report for referral on to Cabinet on 30 November 2010 and then the CSP and Kent Police Authority.

- 2.4. The CSP considered the task group's report on 10 January 2011 and tasked the joint Partnerships Chief Inspector and Head of Safer Communities to develop a response on behalf of the partnership and its members. This response was approved at the CSP Strategic Executive Group meeting on 17 March 2011.
- 2.5. The CSP welcomed the task group's review and, in the main, were supportive of the recommendations contained therein.
- 2.6. The coalition government undertook a comprehensive spending review in the autumn of 2010. The Home Office subsequently wrote to local authority chief executives and CSP chairs in February of this year to inform them that Medway's funding allocation in support of community safety activities for 2011-12 would be 25% less than in 2010-11. In addition, police forces and local authorities have had to make savings as a consequence of reduced central government funding.
- 2.7. These funding reductions mean that there has been a diminution in the analytical and media support available to the partnership and there are no longer posts within the partnership office to support these functions. For that reason the CSP is unable to fully support the following recommendations
- 7 - That the CSP should develop some analysis and comparative information to assist in evaluating the impact of PACTs and other forms of public engagement on the incidence of crime and anti social behaviour ward by ward with a view to providing this information in the quarterly news ward profile information provided to Councillors;
 - 8 - That the CSP should recommend the Police to continue to fund support for PACTs and extend this to the development of evaluation and analysis of their effectiveness in line with commitment made in the Sustainable Community Strategy and Community Safety Plan; and
 - 15 - That the CSP Media Officer should be asked to develop some guidelines and offer practical support to PACTs with production and publication of advertising material for meetings.
- 2.8. The CSP however has responded positively to the remaining recommendations and has begun to implement the proposals.
- A database of PACTS and contact details has been set up (recommendation 1).
 - An inaugural meeting of PACT Chairs across Medway took place on the evening of 9 March 2011. The event was well attended by Chairs and partner agencies (recommendation 5).

- A toolkit, based on the wider Kent model, has been produced and was distributed at the meeting, with other useful information on a compact disc (recommendations 2, 3, 4, 10, 11, 15). This toolkit is appended at Appendix 2.
- 2.9. The Community Safety plan has been revised, as required by statute, and contains provisions for supporting and developing PACTs, including setting up more Schools and Communities Together (SACTs), based on the initial pilot in Rainham Girls' School (recommendation 12).
- 2.10. The remaining recommendations 6, 9, 13 and 14 are in the process of being actioned in accordance with the response at Appendix 1.

3. Diversity Impact Assessment

- 3.1. As this report does not relate to a change to a council policy, nor does it contain proposals to change a service provided by the council, there is no requirement to complete a Diversity Impact Assessment form.

4. Proposals

- 4.1. It is proposed that the committee notes the response of the CSP to, and the progress to date in implementing, the proposals of the task group's review of the effectiveness and future of Partners and Communities Together (PACTS) in Medway contained within the attached response document.

5. Advice and analysis

- 5.1. The Police and Justice Act 2006 introduced a new power to every local authority requiring them to have a designated crime and disorder Overview and Scrutiny Committee with power to make recommendations to the responsible authorities forming the Community Safety Partnership in the exercise of their crime and disorder functions. The crime and disorder functions of the responsible authorities are those contained in s6 of the Crime and Disorder Act 1998 (formulation and implementation of crime and disorder strategies). The Regeneration, Community and Culture Overview and Scrutiny Committee became the council's 'crime and disorder committee' from 30 April 2009.
- 5.2. The responsible authorities represented on the Community Safety Partnership are now under an obligation to respond to reports from the committee and to have regard to associated recommendations.

6. Risk Management

- 6.1. Risk management is an integral part of good governance. The Council has a responsibility to identify and manage threats and risks to achieve its strategic objectives and enhance the value of services it provides to the community. The following table considers any significant risks arising.

Risk	Description	Action to avoid or mitigate risk
Partners unable to meet expectations of PACTs	The setting up of PACTs has been an ad-hoc process at a local level without a strategic steer from the CSP. Funding reductions have resulted in a reduced capacity to support PACTs. Managing the community's expectations of support from partner agencies will help partnership working and recognise the pressures on public services. Risk C2	A PACT toolkit has been produced that clarifies the support available to PACTS from partner agencies
PACTs do not reflect the interests and diversity of their local community	There is a risk that agendas are hijacked by individuals or groups and that those views are not a legitimate representation of the views of the local community as a whole. Risk C2	A PACT toolkit has been produced that clarifies the support available to PACTS from partner agencies

7. Financial and legal implications

- 7.1. There are no direct financial implications arising from this report. However, the reduction in revenue funding as detailed at paragraphs 2.6 and 2.7 should be noted.
- 7.2. The legal background/implications are contained in the body of the report.

8. Recommendations

- 8.1. The committee is asked to consider the CSP response to the review of effectiveness and future of Partners and Communities Together (PACTS) in Medway.

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Background papers

Home Office guidance for the Scrutiny of Crime and Disorder Matters – England – published in May 2009

Appendix 1 - CSP response to the Effectiveness and Future of PACTS in Medway

- Rec 1** That the CSP should be asked to accelerate action to establish a database of PACTs, the areas they cover and contact details for each should be produced and published ward by ward.
- Resp 1** The CSP supports this recommendation and would wish to extend this to all forms of formal community engagement undertaken by the partnership.
- Rec 2** A protocol and guidance for PACTs in Medway should be produced by the CSP in consultation with PACT chairmen, to include a clear statement of purpose, basic operational standards and advice on how to access support and resources.
- Resp 2** The CSP supports this recommendation, but would not wish to give the impression that there are significant monetary resources available to support PACT activities from any of the partners.
- Rec 3** A toolkit should be developed by the CSP to assist PACT Chairman and neighbourhood teams to run meetings, record priorities, actions and outcomes.
- Resp 3** The CSP supports this recommendation with the observation that the toolkit should include a draft terms of reference for PACTs to engage with the partners.
- Rec 4** The protocol for PACTs should include a requirement that Councillors are automatically invited to become members of any PACT within their ward and provided with sufficient notice of meetings.
- Resp 4** The CSP supports this recommendation.
- Rec 5** Consideration should be given to facilitating contact between PACT Chairmen by establishing a Medway-wide Forum to enable them to share experience and best practice and to coordinate priorities across wards.
- Resp 5** The CSP supports the setting up of an initial Medway-wide forum, but believes that the ownership and ongoing support should remain with the community.
- Rec 6** As part of its annual scrutiny of the Community Safety Partnership the Regeneration, Community & Culture Overview and Scrutiny Committee should be provided by the CSP with an update on PACTs, including the priorities, actions and outcomes from them on a ward by ward basis with some evaluation of effectiveness.
- Resp 6** The CSP believes that this recommendation can best be supported by way of an annual survey of PACTs through PACT chairs.
- Rec 7** That the CSP should develop some analysis and comparative information to assist in evaluating the impact of PACTs and other forms of public

engagement on the incidence of crime and anti social behaviour ward by ward with a view to providing this information in the quarterly news ward profile information provided to Councillors.

- Resp 7** The CSP is unable to resource this request, but will explore ways in which comparative crime data can be provided in the future in line with current government policy.
- Rec 8** That the CSP should recommend the Police to continue to fund support for PACTs and extend this to the development of evaluation and analysis of their effectiveness in line with commitment made in the Sustainable Community Strategy and Community Safety Plan.
- Resp 8** The police are unable to accede to this request due to resource constraints.
- Rec 9** That the Equalities and Cohesion Group should be asked to support the CSP in developing guidance to encourage and achieve participation by the widest cross section of people.
- Resp 9** The CSP supports this recommendation.
- Rec 10** In addition to ongoing publication of PACT data there should be an opportunity for local residents to periodically provide feedback on the operation of their local PACT and, in particular, the extent to which they feel able to influence decision-making at meetings.
- Resp 10** The CSP will include guidance for PACTs to assist them to reflect the concerns of all sections of the local community and to facilitate feedback through the toolkit to be developed under recommendation 2 above.
- Rec 11** That the CSP should encourage and support each PACT to hold an 'open meeting' (with no issues pre-arranged for discussion) specifically to involve local young people and neighbours of different ages and/or ethnic background in order to gain a real understanding of the issues and priorities for those groups.
- Resp 11** The CSP will include guidance for PACTs to assist them to be properly representative of their local communities through the toolkit to be developed under recommendation 2 above.
- Rec 12** That the CSP should be asked to progress the idea of a Youth PACT (Medway-wide), with membership from at least every secondary school, and the Youth Parliament.
- Resp 12** The CSP supports this request and believes that PACT chairs should be encouraged to engage with local secondary schools to facilitate the setting up and running of Schools and Community Together (SACT) programmes.
- Rec 13** The CSP is recommended to invite all partners to review their community engagement strategies and the groups and organisations they support to

eliminate duplication and maximise the use of, and support for, PACTs where possible and appropriate.

- Resp 13** The CSP supports this recommendation and will implement it through the CSP governance mechanisms.
- Rec 14** That the CSP should be invited to consider launching a Medway annual PACT recognition award scheme to help raise the public profile of PACTs, particularly in the local press.
- Resp 14** The CSP supports this recommendation and will engage with PACT chairs to explore the best way to implement the recommendation. The CSP believes that the award might also be inclusive of Neighbourhood Panels and SACTs.
- Rec 15** That the CSP Media Officer should be asked to develop some guidelines and offer practical support to PACTs with production and publication of advertising material for meetings.
- Resp 15** The CSP no longer has a dedicated media officer due to resource constraint. However the recommendation is supported and the CSP will seek to provide such guidelines through the toolkit to be developed under recommendation 2 above.



PACT

Partners and Community Together

**A 'How to Guide'
Improving the local area by forming a
PACT and getting things done**



WHAT IS PACT?

PACT stands for **Partners and Community Together** - giving a focus for identifying community concerns and getting something done about them.

PACT processes have been established within every ward across Kent and Medway following the implementation of Neighbourhood Policing.

Introduction to the 'How to Guide'

This 'How to Guide' is for local community groups, Parish Councils, Residents Associations and other groups who want to get things done in their communities, by their communities with the support of partner agencies. We recognize that one process does not fit all needs and many PACT panels have developed their own solutions that meet their local needs. The guidance contained in this document is intended to provide existing PACT's with other options to consider and to support new PACT's that may be set up for a variety of purposes.

We have highlighted "tips" based on experiences and lessons learnt, and included some templates that we hope you will find helpful.

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TEMPLATES/SAMPLES

The original 'How to Guide' was written and produced jointly by Tonbridge & Malling Borough Council, Kent Police, Kent Partnership and Kent County Council. This needs to be acknowledged by PACT's within Medway, as there are references within the links below to Borough Councils within Kent, KCC, & other areas outside of Kent.

PACT Logo

http://www.kent.police.uk/about_us/neighbourhood_policing/attachments/PACTlogos.pdf

Terms of Reference for a PACT Panel

http://www.kent.police.uk/about_us/neighbourhood_policing/attachments/TermsOfRef.pdf

Sample Agenda

http://www.kent.police.uk/about_us/neighbourhood_policing/attachments/Agenda.dot

There are also a number of useful guides available on the internet that can assist in the practicalities of chairing a meeting.

Sample minutes and template

http://www.kent.police.uk/about_us/neighbourhood_policing/attachments/Minutes.dot

Template for a "Walkabout Poster"

http://www.kent.police.uk/about_us/neighbourhood_policing/attachments/Walkaboutpor.dot

Template for a "Community Workshop Poster"

http://www.kent.police.uk/about_us/neighbourhood_policing/attachments/Workshoppost.dot

Facilitators briefing sheet for a community workshop

http://www.kent.police.uk/about_us/neighbourhood_policing/attachments/BriefngSheet.pdf

Example of a community workshop – Event Format

http://www.kent.police.uk/about_us/neighbourhood_policing/attachments/EventFormat.pdf

Template for community workshop – Signing in sheets

http://www.kent.police.uk/about_us/neighbourhood_policing/attachments/Signinsheet.dot

Welcome notes for a community workshop

http://www.kent.police.uk/about_us/neighbourhood_policing/attachments/WelcomeNotes.pdf

Closing notes for a community workshop

http://www.kent.police.uk/about_us/neighbourhood_policing/attachments/PACTHandbook.pdf

Sample community workshop "Top 3 priorities" sheet

http://www.kent.police.uk/about_us/neighbourhood_policing/attachments/issuesraised.dot

Sample community workshop feedback form

http://www.kent.police.uk/about_us/neighbourhood_policing/attachments/FeedBackform.dot

Template for a community workshop newsletter

http://www.kent.police.uk/about_us/neighbourhood_policing/attachments/NewsleTplate.dot

Workshop Checklist

http://www.kent.police.uk/about_us/neighbourhood_policing/attachments/Checklist.pdf

Example of a PACT action log sheet

http://www.kent.police.uk/about_us/neighbourhood_policing/attachments/ActionLogex.dot

Template a PACT action log sheet

http://www.kent.police.uk/about_us/neighbourhood_policing/attachments/ActionLog.dot

Sample thank you letter

http://www.kent.police.uk/about_us/neighbourhood_policing/attachments/Thankyouletr.dot

Template for a “PACT Surgery poster”

http://www.kent.police.uk/about_us/neighbourhood_policing/attachments/Surgerypostr.dot

SETTING UP AND GETTING STARTED

What is a PACT Panel?

A PACT Panel is made up of local people and representatives from local organisations. Together they aim to improve the long-term quality of life of residents. Quality of life issues could include crime and disorder, health, education and learning, employment, anti social behaviour, housing, public transport, postal services and the physical environment, e.g. street lighting, noise and litter. Through PACT the community is able to influence and shape services in their area, identify and communicate their priorities with partners and help create a community spirit and ownership for an area.

Getting the right people involved

It is important to firstly identify those who are currently working with the Community in your area. They could include:

- School Head Teachers
- Youth Workers
- Religious Leaders
- Ward Councillors
- Neighbourhood Policing Unit
- Medway Council Community Team
- Social Housing providers
- Highway Inspector
- Civil Enforcement Officer (Parking)
- Volunteers (i.e. Neighbourhood Watch, Residents Associations)
- Parish Council
- Local media representatives
- Community Liaison Manager

Getting members of your community or residents to join the Panel is critical to the success and sustainability of your Panel.

Why should organisations join the PACT Panel?

Having identified the right people you should invite them to become a member of the PACT panel. Explain to them the benefits that a PACT Panel will bring to the community. Due to the number of existing PACT panels it will not be possible for partner organisations to meet the volume of demand to attend all meetings for every PACT panel so you may wish to consider the following points:

A PACT Panel need not meet more frequently than every 2-4 months depending on the issues, which are ongoing, and the presence of surgeries. Invites to some partners for specific, key meetings or events may be more appropriate. Managing the community's expectations of support from partner agencies will help partnership working and recognise the pressures on public services.

Core members would be expected to attend any walkabout of the area, community workshop and multi agency surgery, specific partners can be invited if issues are likely to arise that they are responsible for. In the early stages of a PACT Panel there are likely to be additional planning meetings.

Organisations may consider supporting the Panel by offering access to photocopying and printing (for newsletters and leaflets advertising the work of the PACT Panel).

The role of Partners on the Panel is NOT to make decisions on behalf of their organization but rather to ensure that the right person takes the right action. It is important that the individual involved is fairly constant, has a good knowledge of their organisation, including the services it provides and can make the time commitments needed.

Running and coordinating a Panel

At your first meeting of the PACT Panel you will need to identify individuals to take on the following roles:

- **Chair (and Vice Chair possibly)** – key people not only to manage the meetings but also to encourage others to participate, maintain momentum, resolve difficulties and run community events. Experience has shown that these people should not be representatives from statutory organisations such as the police or local authority. Preference would be a private individual.
- **Coordinator/secretary** – this person needs to be a “doer”, someone who is prepared to support the Chair and the Panel in putting well structured agendas together, writing notes of meetings, co-coordinating community events, recording actions and chasing progress. They will also need to maintain a contact list for Panel members, ensuring that you have correct address, telephone and email addresses in order to set up and share a PACT Panel address list.
- **Communication** – if possible a couple of members willing to put publicity together such as posters advertising community workshops, walkabouts and surgeries. An important part of this role is also to produce briefings, newsletters and articles for residents about the activity of PACT.
- **Venue** – When arranging a venue for your PACT Panel, somewhere accessible and welcoming to the residents is crucial.

There are a number of samples and templates listed above that the Panel could use to help with these activities.

UNDERSTANDING A COMMUNITIES PRIORITIES

Bringing together what you know

After you have agreed roles for the PACT Panel the next thing to do is gain an understanding of the community's priorities. This is fundamental to the workings of PACT – it is all about understanding what residents feel are the most important issues to be addressed to improve their neighbourhood. It is likely that as PACT Panel members, there is a great wealth of knowledge already available that can form a solid starting point.

- **Neighbourhood Profiles** - Your neighbourhood police officer will have what is known as a Neighbourhood profile for the area. This document is inclusive of facts and figures for the area known to the Police. This document should be developed and expanded to include information panel members have on the area.
- **Local groups** - The sort of thing that is really useful to know includes, for example, a list of local formal and informal groups and societies, Religious/faith groups, voluntary support organisations and local businesses in the area. They could be key in helping get things done in the future.
- **Statutory organisations** - Try and find out what formal organisations are working in the area, especially the Local Authority. Each Ward in Medway has it's own Community Officer, but you may also consider Highway Inspectors, Youth Workers, Community Workers, and vitally young people themselves, plus your Ward Councillors). Make contact with relevant organisations and tell them about your PACT Panel, if you need their support or advice with a priority. Be aware that all supporting organisations have limited resources and will need to prioritise their response.
- **Parish** - If your area is within a Parish, obtain a copy of the latest Parish Plan, this should provide valuable insight into the priorities for the area, concerns and activity planned over the coming years.
- **Local media** – this could provide a useful source of current issues and concerns for the local community.
- **CSP** – Medway has its Community Safety Partnership. The statutory members are:
 1. Medway Council
 2. Kent Police
 3. Kent Police Authority
 4. Kent Fire & Rescue Service
 5. Kent Probation
 6. Primary Care Trust

Next steps – finding out what you don't know

At your first PACT Panel individual agencies should provide their own understanding of Community priorities. PACT uses a number of approaches to engage with the local community to gain an understanding of the priorities for them. These include walkabouts of the area, regular surgeries and community workshops. As a PACT Panel you will need to decide what is needed for your area.

It is recommended to run at least one Walkabout and Community Workshop for a given ward/parish area in order to gain an understanding of what is important.

The next recommended step is to organise a local Walkabout of the community.

Organising and running a successful Walkabout

The purpose of the Walkabout is for PACT Panel members and other interested parties to go out into the locality and see for themselves what improvements could be made, to meet local residents and raise awareness of the Panel. In planning the event consider the timing, meeting place, route and length of the walk (2 hours max). If you are aware of particular issues include them in the route. If there are opportunities to meet up with the community in a particular place, i.e. outside schools, residential home, include them in your planning. Encourage all Panel members to take part and prepare a poster to advertise the event.

Display the posters around the area in shops, stations, surgeries, schools and other places people will see them. Start advertising between 7-10 days before the event. At the start of the Walkabout, someone (ideally the Chair of the Panel) should welcome any residents and brief them of the event. Make sure there are some clipboards and paper to record what you see and hear on the Walkabout. Take a camera too. After the Walkabout write up the findings as you will need them later!

Organising and running a successful Community Workshop

The purpose of holding a workshop in the community is to bring people together for them to discuss and highlight to the Panel their top priorities or areas of concern. As with the walkabout, in planning the event, consider venue and timing in order to make it accessible to as many people as possible. They would normally last between an hour and a half to two hours max. Marketing the event in the area can be done 7-10 days before by displaying posters and encouraging Panel members working in the locality (such as Neighbourhood Police Unit, Medway Council Community Officer) to explain what it is and invite people to attend. It is important to structure the event and to maintain focus on the aims and objectives, but at the same time ensuring that discussion and the atmosphere is relatively informal.

You will need people to play specific roles at the workshop –

- **Event Chair** – if possible the Chair of the PACT Panel or another “neutral” individual rather than a representative from a statutory authority (i.e. Kent Police or Medway Council).
- **Facilitators** – the event is based on residents working in small groups around tables. Each one will need a facilitator to take residents through the proceedings. It is difficult to judge how many people will turn up on the night, but recruit 3 facilitators at least with a couple more in reserve if required. The facilitators also need to be “neutral” people with some skill in listening and ensuring that all can contribute.
- **Support** – ensure you allocate someone to “meet and greet” residents, take their names and contact details on arrival. You will also need a couple of people to manage the refreshments!

Finishing a Community Workshop

By the end of the workshop you should have clearly identified the top three priorities for the community. All those present should be thanked for their attendance and participation and be advised of the next steps. Allow 45 minutes after the event for the PACT Panel members to have a quick debrief, agree key messages from the workshop (i.e. top priorities) and agree who will lead on moving an action forward. This part of the event needs to be chaired and minuted carefully as they will form the actual content of the community newsletter that you may produce as a result of the workshop.

Organising and running a successful Surgery

Once you have run your walkabouts and workshops in the community you may wish to organise surgeries in the neighbourhood. The purpose of these is to provide an opportunity for residents to pop in and meet with members of the PACT Panel and representatives of agencies such as Kent Police, Medway Council and social housing provider(s) to discuss concerns. You may find that the Neighbourhood Policing Unit already run surgeries and therefore you can consider using these as PACT surgeries. The difference being that other agencies would/could be in attendance. Surgery locations and timings should be aimed to support specific issues to assist community engagement.

The timing and venue for surgeries are very important; you will need to use your local understanding of the area to determine these and how frequently they should be held, if at all?

Reaching the whole community

It is possible that despite your best efforts to encourage all people to come along to a walkabout, workshop or surgery there will be some groups or ages that do not attend. For example, young people, business community, older residents, minority and transient groups. The PACT Panel needs to think through this dilemma and develop ideas to engage with all the community. Consider places and events that these groups you want to target go.

GETTING GOING

Allocating Tasks

In order to save member's time, it is really important to allocate tasks at the end of the community workshop. People will be focused and energised from the workshop. The coordinator role now comes in to pull together and record the actions agreed at the end of the Community Workshop and to record progress.

As already mentioned Panel members are not in a position to solve issues completely on their own, but should be in a position to get the right people together to get things moving. They will also be responsible to the coordinator for feedback of progress.

Being on the PACT Panel means that everyone will need to take some actions forward at some time; it is not the role of the coordinator to make "everything happen". The Chair of the Panel will be needed to get "buy in" from the right people to get things moving forward, and to ensure the whole panel supports and co-operates with the coordinator.

Recording Progress

You will need to develop the best ways of recording progress on actions. You may decide that email is the best medium or a telephone call to Panel members by the coordinator. However it is crucial that the Panel is on top of action that is being taken against the agreed priorities and that any blockages or problems are highlighted and dealt with straight away. The PACT Panel now has a responsibility for working with the community on the top priorities they have identified.

Tracking the difference

Use the Action Log to capture outcomes and the difference the action has made. You will have already used the log to record actions to be taken by the PACT Panel. The PACT Panel is responsible for telling people what has happened as a result of community workshops that have taken place. Actual and perceived differences an action has made will be at the heart of this communication.

COMMUNICATING WITH THE COMMUNITY

Highlighting priorities at events like community workshops and walkabouts are likely to heighten concerns in the community. However, identified priorities should be tackled and emphasis placed on what is being done.

Newsletters

The PACT Panel needs to find the best way of letting the community know about the outcomes from a workshop and the progress that is being made on the priorities they identified. Using your information and knowledge of local communication resources such as local parish magazines, notice boards and local papers, find out how to get the contents of a PACT newsletter published.

The proforma (see links above) aims to summarise the process of a community workshop on the front and on the back, detail the actions being taken. It also provides a space to include contact details.

Don't forget to keep any photographs you have taken and include them where possible.

Getting the newsletter produced could be fairly costly especially if you are intending to get one printed for each household. The proforma has been designed to be produced and printed using basic word processing packages (Microsoft Word).

Distribution and talking to people

Once the communications officer has the content of the newsletter you will be looking for economical ways of distributing to the community. Whilst dropping a newsletter through every door may be a good idea this could be costly unless you have volunteers prepared to do this. It is a good idea to consider other ways such as including a newsletter in local papers, located on Parish/village hall notice boards, displayed in local shops and pubs. It is good practice to write to each of the attendees of your event thanking them for their attendance and enclosing a copy of the Newsletter.

Encourage your local Ward Officers (Kent Police/Medway Council Community Officer etc) working in the area to use all opportunities to tell people about PACT. For example where there are local events taking place such as local fetes and summer fairs, boot fairs, residents meetings etc the PACT Panel could try and attend and speak to residents about progress with the aid of the newsletter. There will be lots of opportunities to talk about the work of PACT which should be taken.

Existing local media

Don't forget to utilise existing media in the community. These will include Parish and school newsletters, local newspaper correspondents, faith organisations and housing newsletter. Once you have the content it should be easy to adapt it to suit a number of different styles.

Websites

The following organisations have websites that you could try and get some space on –

- Kent Police – ask your neighbourhood team to feature the PACT Panel on their neighbourhood site. www.kent.police.uk
- Parish Council – if you have a Parish Council they are likely to have a website too.
- Medway Council – they will support your PACT Panel, they also have a website (plus a Community Safety Partnership website), and pages dedicated to community matters. This may be a great place to feature your work.
- Other large establishments such as the local schools and educational organisations.
- Any community website / discussion boards that may be set up.

Alternatively the PACT panel may consider setting up their own as a great way of giving more people a voice and somewhere to monitor progress.

FURTHER SUPPORT

Community Safety Partnership (CSP)

The aim of the CSP is to reduce crime and disorder, including anti-social behaviour, and help people feel safe. Members include all the main agencies that serve the community. It is an important part of their partnership work to consult with the community. Initial contact can be made via the CSP Office on 01634 338131.

Medway Council

Medway Council provides and administers many local services and can provide support and assistance to PACTs, both in relation to the services they provide directly and crime and disorder related matters as they co-ordinate the work of Community Safety Partnership (CSP). The services they provide include refuse collection and recycling, litter and dog fouling enforcement, leisure facilities, grants to local organisations, car parking, town planning, licensing, housing advice and noise pollution. Initial contact can be made through the CSP Office on 01634 338131.

Part of Medway Councils Community Officers aim is to enable the people of Medway to live safely and independently in their Neighbourhoods and Communities. They do this by –

- Provide a reassuring conspicuous presence
- Promote Community Solidarity and encourage communities and neighbourhoods to identify and solve problems
- Tackle Anti Social Behaviour
- Act as 'eyes and ears' for other agencies
- Be a trusted friend for the community
- Improve access to local authority services
- Promote social inclusion

Neighbourhood Policing Team

The Neighbourhood Policing Team will be able to assist the PACT process in a number of ways, they are a dedicated resource responsible for delivering neighbourhood policing with a single point of contact in every Ward. A team will cover a number of wards and is headed by a Sergeant who will be able to direct resources and bid for additional support from the Area Resources. They will be able to assist the PACT Panel by promoting the Walkabout and the Workshops and by attending pre-existing meetings they can encourage greater participation. They will also be responsible for completing the Ward Profiles, which contain a plethora of information about the make-up of the neighbourhood.