



## HUMBERSIDE POLICE AUTHORITY

# PRESS INFORMATION

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### **Police Authority Drives Change**

Local people's views are driving changes in police service delivery thanks to Humberside Police Authority's consultation and scrutiny.

To ensure that Humberside Police are delivering a service that meets the needs of local communities the Police Authority recently launched its own Citizen's Panel to test local opinions. The Panel involves nearly 6,000 residents from across the Humber area being regularly asked, by phone or letter, for their views on issues relating to policing.

The first results have just been received and show that, with the support and scrutiny of the Police Authority, local people now have very high levels of confidence in their local police and partners. Panel members were asked whether they *'agreed or disagreed that the police and local council are dealing with the anti-social behaviour and crime issues that matter in this area?'* In response, 65% of residents agreed with this statement - a significantly greater proportion than when asked the same question in June last year. When asked what the top three policing issues that are important for Humberside Police to deal with the Panel said;

- Drug dealing/taking;
- Violent crime;
- Burglary.

Alene Branton MBE, Chair of the Police Authority, said: "Over the years this Authority has listened carefully to what local people tell us and has acted upon that information. We have driven improvements to call handling, CRB checks and a reduction in the number of incidents of anti-social behaviour.

It's important that people tell us what they think about the service they receive so that we can learn from this, particularly where there is good practice and areas where improvements are necessary.

We will now take the views of the Panel forward and use them to set clear priorities for the Chief Constable and his staff in 2010/11. I am delighted that residents have such high confidence in their local police and, over the coming year, I would like to continue asking the Panel whether the efforts of the Police Force and Police Authority are maintaining or increasing that confidence.”

As well as the Citizens Panel, the Police Authority continues to work in supporting other methods by which communities can talk about the policing issues that matter to them. One example of this work has been the launch of a dedicated programme of consultation and engagement for people from diverse and minority communities. The aim is to identify any emerging issues for specific communities so that they can be addressed quickly and effectively.

The Authority will also publish regular updates on the outcomes of its consultation and feedback how this has been used to drive change and improvements to the wider service delivery in Humberside policing area.

- Ends -

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#### **About the Police Authority**

- The Police Authority holds the Chief Constable to account for the delivery of local police services on behalf of local people.
- The Authority sets the strategic direction and targets for local policing to ensure that everyone benefits from a better police service.
- The Police Authority consults with local people to find out what their priorities are, and to what extent they feel their needs are being met.
- The Police Authority sets the police budget for the year and thereby the amount of council tax paid by local people towards policing. This is usually about 8% of the total council tax bill.
- The Police Authority has 17 members, nine local councillors and eight local independent members to ensure that policing is responsive to unique local needs.
- People can contact the Police Authority to give their views about policing or if they are dissatisfied with the service they are receiving.