

Cheshire Constabulary

Partner Service Level Agreement

Cheshire East Borough Council

**“Working together to deliver Safer and Stronger Neighbourhoods where
people are safe, feel safe and act to help each other”**



**SERVICE LEVEL AGREEMENT FOR THE PROVISION OF £189,000 TO BE
USED DIRECTLY IN SUPPORT OF NEIGHBOURHOOD POLICING
WITHIN THE CHESHIRE EAST BOROUGH**

THIS AGREEMENT is made the ___ day of _____ 2011 between the
Cheshire Constabulary **(1)** of Cheshire Constabulary Headquarters,
Clemonds Hey, Oakmere Road, Winsford, Cheshire CW7 2UA (hereinafter
called “the Constabulary”) of the one part and Cheshire East Borough
Council, Middlewich Rd, Sandbach, Cheshire CW11 1HZ **(2)** of the other part.

WHEREAS:-

Cheshire East Borough Council wish to support and enhance the service
capacity of Cheshire Constabulary Neighbourhood Policing Teams, by
providing £189,000 of funds in direct support of Policing Neighbourhoods in
partnership. This agreement will directly contribute towards achieving the
policing objectives 3 and 4 as set out in the Policing plan 2011 – 2014.

NOW IT IS HEREBY AGREED AS FOLLOWS:-

1. Aim of this Agreement

The aim of this Agreement is to develop partnership working towards reducing
Crime & Disorder and increase the level of public confidence leading to a
greater level of reassurance through the provision of funding support to
Cheshire Neighbourhood Policing.

Funding under this agreement will only be utilised in the direct support of Neighbourhood Policing within Cheshire East.

2. Developing Neighbourhood Services

Neighbourhood policing is a way of working which allows the police, its partners and the public to work closely together to solve problems of crime and disorder, and improve feelings of security. The key elements being,

- The consistent presence of dedicated neighbourhood teams capable of working with the community to establish and maintain control – to be visible, accessible, skilled, knowledgeable and familiar to the community;
- Intelligence led identification of concerns from the community and the Safer Cheshire East Partnership, leading to prompt, effective, targeted action against those concerned
- Joint action and problem solving with the community and other local partners in order to improve the local environment and quality of life within the community.

Neighbourhood Policing is not simply about policing outcomes, it also aims to align local policing activity to a neighbourhood management and community agenda and toward a style and culture where neighbourhood specialists can directly impact upon confidence and satisfaction levels through effective problem solving, greater partnership working and through closer interaction and co-operation with local people.

The Constabulary will provide Quarterly Neighbourhood Policing Performance data to the partnerships through the local Task and Co- ordination groups or how otherwise identified. The specific measures are set out at **Appendix 1**, together with current baseline performance.

4. Role of Cheshire East Borough Council

Active engagement is required between Partner Agencies and the Constabulary through attendance at local tasking arrangements. Cheshire East Borough Council will contribute funding as identified earlier in this Agreement working together to ensure Neighbourhood Policing is focused and tasked with issues that are important to the local community.

Cheshire East Borough Council will be expected to recognise that there are wider resources available for local neighbourhood management.

5. Management of Finance

Cheshire East Borough Council will contribute the agreed sum per annum, 6 months in advance via cheque or BACS.

The Constabulary's Bank details for payments are: -

Cheques are to be made payable to Cheshire Police Authority.

Payment must be made within 30 days of receipt of invoice, and will be paid six monthly in advance. Failure to adhere to this will be considered a breach of this Agreement..

5. Exit strategy

The agreement between the Constabulary and the Cheshire East Borough Council may be terminated by either party giving 3 months notice.

The commencement date for the purposes of this Agreement will be the 1st April 2011.

6. Disrepute

In the event that the activities or behaviour of either partner bring or have the potential to bring either into disrepute, either party reserves the right to terminate this Agreement forthwith without further notice

7. Force Majeure

Neither party shall be liable in respect of any breach of this agreement due to any cause beyond its reasonable control including Act of God, inclement weather, flood, lightning or fire, the act or omission of Government, highway authorities or other competent authority, war or military operations.

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SIGNED on behalf of the Constabulary

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SIGNED on behalf of the Cheshire East Borough Council

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Date

Appendix 1

Policing Objective 3 – Maintain the trust and confidence of the public

Measures	Current Performance	Why is this measure important to us?
% of users satisfied with the service received	91% (Oct 2009 – Sept 2010)	This measure assists the Constabulary in understanding the overall impact of the work it is doing to continually improve the level of service it provides.
Total number of complaints and the number of complaints upheld	497 Complaints received and 21 upheld (April – Nov 2010)	All complaints that are made against the Constabulary are investigated. When reporting on complaints we will ensure that information is made available on the type of complaint being made and whether it has been upheld.
% of respondents answering 'strongly agree' or 'tend to agree' when asked 'Taking everything into account I have confidence in the police in this area	68.2% (Oct 2009 – Sept 2010)	This measure has been taken from the British Crime Survey which is completed on a quarterly basis and will assist the force in understanding the level of confidence from the residents in Cheshire.

Policing Objective 4 – Work with the public and our partners to reduce those crimes and acts of anti-social behaviour which the public are concerned about

Measures	Current Performance	Why is this measure important to us?
Total number of recorded crimes NPU	48,762 (Apr – Dec 2010)	Monitoring the total number of recorded crimes helps to provide a high level indication of criminal activity within Cheshire.
Proportion of anti social behaviour incidents from a repeat caller	9% (Nov 2010)	The Constabulary are using a balanced set of measures to assess the impact of anti social behaviour, which the public continue to express as an on-going area of concern. In assessing this range of measures the Constabulary and Authority are able to understand the actual levels of anti social behaviour balanced against the perceived levels. In addition this helps us understand how well the public feel that incidents of anti social behaviour are being dealt with.
Proportion of anti social behaviour incidents from a repeat location	23% (Nov 2010)	
% of those surveyed who perceived high levels of anti social behaviour (British Crime Survey)	10.7% (Oct 2009 – Sept 2010)	
% of victims of anti social behaviour satisfied with the action taken in response to their incident. (Local satisfaction survey)	83.8% (Oct 2009 – Sept 2010)	
% of people who perceive that people using or dealing drugs are a	23.5% (Oct 2009 – Sept 2010)	This measure has been included as perception indicators can provide a better measure of the outcome of the

problem in their local area (British Crime Survey)		work we do throughout the year from a customer perspective.
Number of serious acquisitive crimes	7,246 (April 2010 – Dec 2010)	This measure includes those crimes often raised by the public as areas for concern such as burglary, robbery and vehicle crime
Number of violence with injury crimes	4,982 (April 2010 – Dec 2010)	This measure has been included to ensure that the Constabulary continues to monitor the potential impact that this has on communities within Cheshire, including specifically highlighting incidents of knife crime.

N.B. Current performance figures above are for the whole Cheshire Constabulary area and are correct as at Dec 2010. The final SLA will include the latest performance position as at March 2011 for the Cheshire East Borough Council area only.