



## Association of Chief Police Officers of England, Wales and Northern Ireland

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22<sup>nd</sup> June 2005

Dear Colleague

### **EXCELLENCE IN POLICING PERFORMANCE 2005**

*Shaping Citizen Focused Delivery*

12 - 13 September 2005 University of Warwick

I am very pleased to send you this information pack containing details of the fourth annual ACPO Excellence in Policing Performance Conference. This important two-day event will take place in The Ramphal Centre at the University of Warwick on the 12<sup>th</sup> and 13<sup>th</sup> September 2005.

This conference will address the question of, "How can we in the police service, together with our stakeholders and partners, deliver quality citizen focused policing, against the background of improving performance whilst delivering the new 3% efficiency gain regime"? "Effectiveness, Quality and Efficiency" and the Police Reform agenda will underpin all we do at the conference.

We will build on the success of previous years, to help you prepare for the challenges of the 2006/7 planning process. From the strategic to the tactical, the conference is designed to support and inform those who are involved in planning for, and managing, raised efficiency, improved quality and increased effectiveness. Chief Officers, BCU Commanders and Change Managers will work together to understand the policy and practice in order to develop the knowledge and skills that enable real performance improvement.

In addition to the keynote speeches there will be plenary presentations covering the following themes:

- § improving performance
- § local accountability and Local Area Agreements/Local Public Service Agreements
- § engagement with our communities and neighbourhood policing
- § workforce modernisation

Overleaf, you will find the conference programme and booking information. If you are unable to come to the conference yourself, please circulate this pack to those who would benefit from coming to Warwick.

Again, I hope you will appreciate the value and importance of this event and join us in Warwick in September, where I look forward to meeting you.

Yours sincerely

**Peter F. Maddison QPM**

Head of ACPO Performance Management Business Area

Conference Programme – **Monday 12<sup>th</sup> September 2005 – Morning**

**0830** Registration and Coffee

**0930 Steve Finnigan**  
Acting Chief Constable, Lancashire Constabulary  
Chair of ACPO Standards & Quality Portfolio  
**Welcome to the conference**

**Keynote Addresses - Setting the Scene for Citizen Focused Delivery**

**0940 Stephen Rimmer**  
Director of Policing Policy  
Home Office, Crime Reduction & Community Safety Group  
**The Home Office view**

**1000 Peter Neyroud**  
Chief Constable, Thames Valley Police  
Vice President of ACPO  
**The ACPO perspective**

**1020 Speaker to be announced**  
Representative of the APA  
**The APA view**

**1040 Peter Maddison**  
Chief Constable, Northamptonshire Police  
Chair, ACPO Performance Management Business Area  
**Reflection and Questions led by the Conference Chair**

**1100 Refreshment Break**

**1130 Theme 1 – Resourcing and Funding**  
**Managing the constraints, gaps and conflicts to deliver quality citizen focused services**

**Andy Ford**  
Head of Police Resources Unit, Home Office  
**John Casson**  
Head of Home Office Strategy and Delivery  
Public Services Directorate, HM Treasury  
**An overview of developments in policy which affect police organisations**

**1215 Theme 1 – Parallel Sessions**

- 1. Michael Grimwood**  
Policy Lead on Policing Efficiency  
Home Office, Police Finance and IT Unit  
**Efficiency Plans and the potential gains.**
- 2. David Truscott**  
Head of Local Government and Renewal Unit,  
Home Office  
**Local Area Agreements – What they are and what they could become?**
- 3. Bill Wilkinson**  
South Yorkshire Joint Authority  
**SR 2006 - Its implications for policing.**
- 4. Alan Williams**  
Director of Finance, Bedfordshire Police  
**Activity Based Costing – With particular emphasis on the links with PPAF.**
- 5. Anna Randle**  
Head of Policy,  
New Local Government Network  
**Localism – Experience in West Sussex, Wakefield and Birmingham with a focus on funding.**
- 6. Bill Yeats**  
Chief Superintendent, Northumbria Police  
**Working in Collaboration – A case study of the offender management and centralised custody pilot.**
- 7. Speaker to be confirmed**  
Representative of the Three Counties Collaborative Project  
**The Three Counties Collaborative Project – The experiences and progress of the East Anglia project**
- 8. Trevor Minter**  
Kent Partnership Director  
**New Localism in action – The Kent Experience**

**1300 LUNCH**

Conference Programme – **Monday 12<sup>th</sup> September 2005 - Afternoon**

<b>1415</b>	<b>Theme 2 – Performance &amp; Accountability</b> <b>Managing performance to deliver quality services to the satisfaction of stakeholders and citizens.</b>	
	<p><b>Paul Evans</b> Head of the Police Standards Unit</p> <p><b>Kate Flannery</b> Her Majesty's Inspector of Constabulary</p>	<p><b>An overview of recent and future developments</b></p>
<b>1500</b>	<b>Theme 2 – Parallel Sessions</b>	
	<p><b>1. Gareth Hills</b> Head of Performance, Policy &amp; Business Support Home Office, Police Standards Unit</p> <p><b>2. Jane Harwood</b> Director of Performance, Centrex</p> <p><b>3. Damon McCarthy</b> Head of Performance Management Surrey Police</p> <p><b>4. David Cook</b> Head of Performance Management Bedfordshire Police</p> <p><b>5. Speaker to be advised</b> Association of Police Authorities</p> <p><b>6. Cath Kitching</b> Project Manager Home Office, Police Reform Unit</p> <p><b>7. David Jackson</b> Director of Community Affairs Police Service of Northern Ireland</p> <p><b>8. Ian McPherson</b> Assistant Chief Constable, Merseyside Police</p> <p><b>9. Isobel Nicholson</b> Principal Lecturer, University of Central Lancaster</p>	<p><b>Performance Monitoring</b> – A PSU perspective.</p> <p><b>How to get on the front foot with PPAF</b> – How does ACPO influence the debate on PPAF rather than just react to the results.</p> <p><b>Can iQuanta support PPAF?</b> – A case study on how it works and its present level of performance at a local level.</p> <p><b>Information led decision making</b> - The benefits of the proactive use of performance information.</p> <p><b>The Local Domain of PPAF.</b></p> <p><b>Developments in the measurement of citizen focus.</b></p> <p><b>Policing Boards</b> – A case study of the establishment and workings of District Policing Boards in Northern Ireland.</p> <p><b>The Work of the Delivery and Change Group</b> - Supporting the Quality of Service Commitment.</p> <p><b>Inter-Agency Groups learning to work together</b> - A case study of an inter-agency project that succeeded despite problems.</p>
<b>1545</b>	<b>Refreshment Break</b>	
<b>1600</b>	<p><b>John Long</b> Chief Superintendent, Avon &amp; Somerset Constabulary</p> <p><b>Malcolm Hibberd</b> Police Foundation</p>	<p><b>Managing competing demands</b> - A plenary session on using the National Intelligence Model (NIM) to integrate competing demands on the service.</p>
<b>1700</b>	<p><b>Peter Maddison</b> Conference Chair</p>	<p><b>More questions than answers?</b> – A summary of the issues raised during day one and an opportunity for questions from the floor.</p>
<b>1730</b>	<b>What about us? – A different perspective on citizen focus</b>	
<b>1800</b>	<p><b>Peter Langmead-Jones</b> Head of Corporate Analysis, Lancashire Constabulary</p>	<p><b>Closing Day 1</b> Announcements and preview of day two</p>

**1930 for 2000 DRINKS RECEPTION and CONFERENCE DINNER**

Conference Programme – **Tuesday 13<sup>th</sup> September 2005**

0850	<b>Peter Maddison</b>	Welcome to the second day
0900	<b>Theme 3 – Neighbourhood Policing &amp; Local Accountability</b> Managing local delivery of citizen focused outcomes through partnerships	
	<b>Matt Baggott</b> Chief Constable, Leicestershire Constabulary	<b>An overview of current policy and implications for the future</b>
	<b>Margaret O'Mara</b> Director of Crime Reduction, Home Office	
1000	<b>Theme 3 – Parallel Sessions</b>	
	1. <b>David Prout</b> Director of Local Government Policy, Office of the Deputy Prime Minister	<b>Looking at the wider neighbourhoods agenda</b> – How policing fits into the picture at neighbourhood level.
	2. <b>John Martin</b> Superintendent, Merseyside Police	<b>Analysis driven citizen focused policing</b> – A case study of a different way of neighbourhood policing.
	3. <b>Claire Willerton</b> Home Office, Police Reform Unit	<b>Local accountability developments</b> – Current developments including Partnerships Assessment of Delivery System (PADS).
	4. <b>Bill McMahon</b> Chief Inspector, Lancashire Constabulary	<b>Lessons from the restoring reassurance pilot</b> – The Blackpool & Preston experience and the implications for neighbourhood policing.
	5. <b>Kjell Elefalk</b> Senior Advisor to the Police Authority Scania, Sweden	<b>A new paradigm in policing</b> – A European case study of using the citizens' intelligence as a tool of increased police efficiency.
	6. <b>Julie Earle</b> Chief Inspector, Hampshire Constabulary	<b>Operation Cobra</b> – A case study of vehicle crime in Portsmouth (Goldstein Award 2004 winner for problem solving policing).
	7. <b>Clive Perry</b> Chief Inspector, South Wales Police <b>Tony Key</b> Community Safety Officer, South Wales Police	<b>Tackling Violent Crime</b> – How Rhondda Cynon Taff CDRP used engagement and partnerships to gain tangible improvements.
1045	<b>Refreshment Break</b>	
1115	<b>Theme 4 – Workforce Modernisation</b> Resourcing demand – The potential of Workforce Modernisation	
	<b>Mark Rowley</b> Assistant Chief Constable, Surrey Police	<b>An outline of the opportunities arising from current policy and how these can be put into practice</b>
	<b>Martin Mitchell</b> Her Majesty's Inspector of Constabulary	
1200	<b>Question Time Panel</b> Chaired by Baroness Henig of Lancaster	
1250	<b>Peter Maddison</b> Conference Chair	<b>Summary of conference</b> – The Chair explores the many challenges raised during the conference and introduces the afternoon sessions.
1300	<b>LUNCH</b>	
1400	A flexible programme of interactive meetings, events and discussions.	