

PUBLIC SERVICE AND PERFORMANCE REVIEW

Report of the Chief Constable

1 PURPOSE OF THE REPORT

The purpose of this report is to inform members of the intention to have a Forcewide Public Service and Performance Review, in conjunction with Northumbria Police Authority.

2 BACKGROUND

Over the past ten years Northumbria Police has built up an acknowledged and well deserved reputation for providing the highest standards of service to its communities. Crime has fallen in real terms considerably and, in some cases, dramatically. Throughout that ten year period there has been a willingness by all staff to embrace change in pursuit of excellence. The basic organisational structure of the Force, at Area Commands and Departments, has not altered greatly and this stability has been a factor in the success.

However, the Force Conference in 2002 rightly highlighted a number of emerging themes which now present themselves as influences for change. Those drivers for changes now afford the Force opportunities which must be seized. Potential restructuring of Area Commands to reflect partnership and changes in local authority service provision will ensure that the Force remains at the forefront in the provision of quality services to the public. Headquarters Departments may need to change to reflect the new reality and provide targeted support services. This will also allow the Force to continue to focus on the operational performance results which are required of it.

The Chief Constable therefore proposes to have a Forcewide Public Service and Performance Review, which will facilitate the reshaping of the Force and allow it to build upon previous achievements and, continue the process of servicing the public better.

An initial consultation team has been established which will take account of comments from staff as well as the recommendations of the Best Value Reviews and emerging findings from the Estate Strategy Project. The team will report back to Chief Officers in July 2003.

3 EQUAL OPPORTUNITIES IMPLICATIONS

Nil.

4 HUMAN RIGHTS IMPLICATIONS

Nil.

5 FINANCIAL IMPLICATIONS

There are no financial implications arising directly from this report.

6 RECOMMENDATIONS

That members:

- i) Note the contents of the report.
- ii) Agree to receive progress reports as appropriate.