



WHAT IS PACT?

PACT stands for **Partnership and Communities Together**. It is an initiative aimed at giving you a say in how your local neighbourhood is managed and policed. It will be attended by the Police and other local organisations that have responsibility for your neighbourhood, (for example the local council). It is an opportunity for you to meet the members of your Neighbourhood Team and tell them what your priorities are in terms of local policing and community issues.

During the meeting attendees will be asked to choose the top three priority issues which the Police and Community Safety Partners will address by the next meeting.

PACT meetings will develop into a forum where the neighbourhood management teams that serve an area can be tasked. They will initially take place on a ward basis with their regularity being dictated by issues raised and identified by the local community. Partners will be tasked by, and responsible to, the PACT meeting for working with community members and groups to resolve the identified issues that impact on the residents' way of life.

WHO RUNS PACT?

This is a Safer Caerphilly Community Safety Partnership initiative and is led by Neighbourhood Policing Teams in their own areas. Initially **PACT** meetings will be organised and managed by the Police.

WHO ELSE IS INVOLVED?

Many different organisations may be involved in **PACT** but each community will be different. It is likely that there will be representatives from the local council, residents association, community partnerships, Neighbourhood Watch, local council and local residents.

WHAT ARE THE BENEFITS OF PACT?

- **PACT** gives a structure that will provide a forum to deliver the main requirements for Neighbourhood policing to be effective.
- **PACT** is about engaging with the community and opening up dialogue to identify local concerns and issues.
- **PACT** is about a problem-solving approach to low-level, localised policing and partnership issues.

- **PACT** is about gathering community intelligence enabling you to help the Police and other Partners to solve issues in your neighbourhood.
- **PACT** gives everyone the opportunity to see members of their Neighbourhood Team on a regular basis.
- **PACT** is about communication and enabling the neighbourhood team to tell local people what action is being taken in their area.

HOW CAN I GET INVOLVED?

PACT meetings will be taking place at regular intervals – look out for posters advertising the times, dates and venues and just go along. If you can't get to the meeting, you can speak to your local Neighbourhood Police Constable/PCSO at any time, you don't have to wait for a **PACT** meeting.

WHAT CAN I ASK AT A PACT MEETING?

The idea behind **PACT** is to give you the chance to task your local Neighbourhood Policing Team and members of the Safer Caerphilly Community Safety Partnership to deal with the top priorities in your area at any time.

PACT meetings are about policing and quality of life issues so, if you want to raise something that is not a police issue and the relevant partner is not there, the Neighbourhood Police Officers/PCSOs will be able to pass that information on to one of the Safer Caerphilly Community Safety Partnership partners. These issues may include such things as fly tipping, graffiti, housing issues etc.



COMMUNITY SURVEY

1. Ward Area Street

2. How safe do you feel walking about in your area?

Very Safe *Fairly Safe* *Fairly Unsafe* *Very Unsafe*

Daytime

Night-time

3. How satisfied are you that we understand the issues that matter to you?

Very Satisfied

Fairly Satisfied

Fairly Dissatisfied

Very Dissatisfied

No Opinion

4. How satisfied are you that we are dealing with the issues that matter to you?

Very Satisfied *Fairly Satisfied*

Fairly Dissatisfied

Very Dissatisfied

No Opinion

5. Name three of the main concerns you have about your area. List in order of importance:

PRIORITY 1:

Concern	
Any other information (where/when/who)	

PRIORITY 2:

Concern	
Any other information (where/when/who)	

PRIORITY 2:

Concern	
Any other information (where/when/who)	

6. Your contact details (optional)

Name: Address:

Tel: Home Mobile e-mail



PACT MEETING – AGENDA

Meeting date:

Venue:

Time:

1. Welcome
2. Presentation on PACT (if first meeting)/ Update on progress made in tackling previously agreed priorities (if subsequent meeting)
3. Results of questionnaires and priorities suggested.
4. Vote on suggested priorities.
5. Agree on three priorities to be tackled
6. Date/time/venue of next meeting

7. Meeting close

Please return this form to: lewisj16@caerphilly.gov.uk



PACT MEETING – ISSUES RAISED

Meeting

date:

.....

Venue:

.....

Time:

.....

Type of Issue	Specific Location	Dates/times	Comments

Please return this form to: lewisj16@caerphilly.gov.uk



PACT MEETING SUGGESTED OPENING REMARKS

***“Good Evening. Welcome to this Partnerships & Communities Together meeting. I am (name) and I am the (explain position). This is
.....(introduce others helping and explain their roles).***

The reason for this meeting is to discuss community issues. It is an opportunity for you to express you concerns, fears, ambitions or goals in relation to your neighbourhood.

This meeting is also about solving the problems that affect you. That does not mean that my colleagues and I will be able to solve all these problems on our own. Many of the issues that are raised in this meeting, and in the future, will need the co-operation and involvement of other agencies and people like yourselves.

Of course, it will not be possible for all your issues to be dealt with immediately so, once we have identified and discussed these issues, we will decide which three of the issues should become the priorities for the next month.

At the next meeting I will come back and bring you up to date with the progress made on these issues. Other issues will then be discussed and three further priorities will be selected.

I would ask you to be patient; we will not be able to deal with everything immediately and some issues may take several months to resolve. This may mean that your issue is not prioritised straight away and this may be discouraging.

Please judge the success or failure of these meetings, and the work that we will do as a result of them, on the impact that we have on the neighbourhood as a whole, not in terms of whether or not we deal with your issue immediately.

I would also ask that, as you listen to the issues raised by your fellow residents, you consider if there is anything you can do. Do you have further information to offer? Do you have some spare time that you could use? Do you have any skills that would be of assistance?"

ROUTINE

- Give approximate time meeting is due to finish.
- Point out location of Fire Exits and Toilets.

ISSUES NOT RELEVANT TO THE MEETING

"Now I realise that some of you may have something that you want to talk about that isn't related to this, for instance an on-going case. Some of you may also not want to raise issues in this forum for a variety of reasons. I will be staying here for a while after the meeting and I would ask that you come and talk to me about it then. If you can't stay after the

meeting, you can contact me” (give alternative method of contact/telephone number).

RULES OF ENGAGEMENT

“It is important that everyone gets an opportunity to speak and it is the responsibility of everyone here to make sure that we are all able to listen to each other. In order to do that I am going to ask that we show each other respect and courtesy by complying with certain well-established rules. I appreciate that most of you will be familiar with these rules and would not dream of behaving in any other manner, but I think it is only fair to everyone that they are quickly clarified:

- *I would ask that everyone listens to what others have to say.*
- *That nobody interrupts or talks over other people.*
- *I would also ask that there is no use of language that could be offensive to others*

If I see that people are not getting an opportunity to speak I will bring them in and, as this meeting is intended to last for(whatever has been agreed) it may be necessary for me to move discussions on in order for everyone’s issue to be discussed. If I have to stop your discussion in order to do this, I apologise in advance.”

ROUTE MAP

Many of you have written the issues that you wish to raise on the questionnaire you were handed at the beginning of the meeting. We have been through these and grouped them together. We will go through the issues one at a time.

Once we have discussed all the issues, a vote will be taken to decide which are the first three priorities that will be tackled.



PACT MEETING SUGGESTED CLOSE

“Thank you for your contributions. As a result of our discussions, the following issues will be dealt with first:

1. State problem, who will be dealing with it and any suggested actions that have been agreed.
2.
3.

When do you think we should have a follow-up meeting to report back on progress and choose the next priorities to be tackled?

Is this location suitable or would you prefer it elsewhere?

Is the timing of the meeting convenient for everyone?

(discussion)

Right, then the next meeting will be in (No. of weeks/months) at (wherever consensus is). Please look out for the posters giving you the exact details.

I look forward to seeing you then and please bring more people along with you – the more people who contribute, the more effective we can be.

Please return this form to: lewisj16@caerphilly.gov.uk

In the meantime you can contact me on (Tel No) or (Neighbourhood Officer if they're not chairing the meeting) on (Tel No.)

Thank you again and Good Night."



PACT Meeting Planner and Record

Meeting Location:	Time/Date:
Issue:	
What is known?	

Please return this form to: lewisj16@caerphilly.gov.uk

Information from meeting?



PACT Priorities Performance Assessment Sheet

Date priority set:

Problem description:

Action proposed:

Please return this form to: lewisj16@caerphilly.gov.uk

Expected outcome:

Person leading:

Other partners/persons participating:

Target completion date:

Progress:

Performance:

Critical:

Falling Behind:

On Target:

Achieved: