

Service Level Agreement

The information below, which has been provided to support the development of service level agreements, identifies the key activities and areas of policing and community safety that the CPEG should consider when developing its annual work programme. It is recognised that there needs to be some scope to reflect local variations in the areas of concern and for different delivery models and as such, it is not intended to be prescriptive. However, all CPEGs should seek to address these outcomes through their planned activities, and not necessarily through the development of additional activities, and this should be reflected in the SLA.

Outputs	Outcomes	What this means in practice
Hold at least 4 public meetings/ events per annum	Community is consulted on and engaged in relevant issues; improved awareness of MPA role; all partners in community safety have an accessible community engagement mechanism available to them; community confidence is increased through openness/transparency and communication of appropriate messages from a variety of community safety partners	See service standards guidance (Activity 3)
Sign up to SLA and take part in quarterly monitoring process	Clarity on expected deliverables/outcomes; early identification of barriers to delivery and appropriate support from MPA	See service standards guidance (Activity 5)

Publicise the group's role, functions and achievements

<p>Publish and disseminate at least 4 newsletters</p>	<p>Communities are informed of, and engaged with, key issues; joint messages (with key partners) are disseminated</p>	<p>It is important for CPEGs to develop a range of mechanisms to engage with their local communities in addition to public meetings. Effectively publicising the group's work is also important for maintaining and developing the group membership.</p> <p>Newsletters are a key mechanism for keeping in touch with those who do not/cannot attend meetings and can play a role in keeping communities informed about policing and community safety, which supports the development of increased public confidence</p>
<p>Publish and disseminate annual report</p>	<p>The group demonstrates its achievements/outcomes and effectiveness; communities are informed of, and engaged with, the group's work</p>	<p>The annual report is an important document, providing a mechanism for publicising the group's achievements to the wider community, which can have added benefits of increasing the group's reputation and encouraging new members. It is also a useful tool for the group to review its work to date and to plan for the forthcoming year.</p>

Deliver community engagement on core MPA activities

so that the CPEG agenda is more inclusive of London-wide priorities and work programmes to ensure community views are represented in wider areas of our work It is important that the MPA's work programmes are supported by the engagement activities conducted by CPEGs, but it is recognised that there is a need for flexibility in how this is delivered in different boroughs dependent upon local priorities and concerns

<p>Annual Policing Plan Consultation</p>	<p>Increased response rates</p>	<p>See service standards guidance (Activity 1)</p>
<p>Annual Budget Consultation</p>	<p>Increased response rates</p>	<p>See service standards guidance (Activity 2)</p>

Develop/Maintain Stop & Search Monitoring Group	Stop & search is monitored/greater openness and transparency through public reports; increased community confidence	See service standards guidance (Activity 11)
Independent Custody Visiting Scheme	Increased openness/transparency; increased awareness of ICV scheme; increased community confidence	See service standards guidance (Activity 12)
Olympics - Facilitate Olympics Engagement Team Consultation On Olympics Policing	Increased openness/transparency on issues related to policing of Olympics - e.g. abstractions; impact on other service delivery etc.; community views/concerns are taken into account in the planning processes	The Olympics engagement team will be engaging with CPEGs on three levels (i) through an LCP2 Chair's Meeting, (ii) through presentations in host boroughs and (iii) through indirect mechanisms in other boroughs, such as briefing notes and information sheets. All CPEGs should engage with this important matter, but at the appropriate level
Counter-Terrorism - Facilitate Ct Engagement Team Consultation On Ct	Increased openness/transparency on issues related to CT issues; community views/concerns are understood	The counter terrorism engagement team will be engaging with communities to varying degrees dependent on the borough, ranging from briefing notes to presentations at public meetings. All CPEGs should engage with this important matter, but at the appropriate level
Policing Pledge/Confidence	Greater openness/transparency about delivery of the pledge; increased community confidence (through either demonstrable delivery of the pledge or discussion of appropriate action to address concerns)	This is a key performance target for the MPS and is very closely related to the role CPEGs play in increasing public confidence. Borough commanders are required to monitor this performance target and should be able to include this in their regular performance reports to public meetings
Domestic & Sexual Violence Board & Hate Crime Forum	Community views are represented through scrutiny process; confidence in policing of these issues is increased through feedback of ongoing work etc.,	The Domestic & Sexual Violence Board (DVSB) and Hate Crime Forum (HCF) scrutinise the MPS response to victims of domestic and sexual violence and hate crime to secure continuous improvement in the MPS' response and disseminate best practice across the 32 Borough Operational Command Units. These are key performance areas for the MPS and are key drivers of community confidence in policing. All CPEGs should be engaging with these important matters. For the DVSB, CPEGs will be notified of, and may attend, the borough meetings. For the HCF, CPEGs may be asked to engage in various ways, either through attendance at forum meetings or through briefings notes

Respond to Met Forward programmes as they arise - e.g. SNT; gangs; dogs as weapons; civil liberties; estates/finance	CPEG agenda more inclusive of London-wide priorities and work programmes to ensure community views are represented	Periodically a specific issue may arise on which the Authority would wish to consult London's communities. This might be done through various means, including LCP2 meetings, borough presentations and surveys. All CPEGs should engage with these matters to ensure local views are fed into the strategic processes
Engage with the wider crime and disorder reduction and community safety agenda		
Develop Two-Way Mechanisms For Engagement & Consultation	CPEG develops/maintains a more central role as an engagement mechanism in the community safety arena; CPEG engagement activity is better aligned and relevant to other local activities; community views are fed into strategic assessments	See service standards guidance (Activity 14 & 15)
Ensuring the CPEG is fit for purpose		
Keep Membership Under Regular Review	CPEG members are active, engaged and representative of their communities; consultation outputs are more representative of all London's communities; CPEG is properly constituted and more effective	It is good practice to review membership at least annually to ensure members are still relevant and engaged and to ensure that the CPEG is representative of the local community. The terms of membership, such as the need for regular attendance and feed back to constituent communities, should be covered in the CPEG constitution

Diversity Monitoring & Engagement Of Under-Represented Groups	<p>CPEG can evidence the level of representation across the membership; consultation outputs are more representative of all London's communities; MPA is able to provide appropriate support in ensuring wider representation on CPEGs as necessary</p>	<p>It is important that both the MPA and the CPEGs conducting engagement on its behalf reach out to all London's communities, so that their views can be adequately represented. The monitoring of diversity amongst the CPEG executive and its wider membership is an important means for identifying whether there are some sections of the community whose voices may not be represented. This data can then be used as necessary to help the CPEG consider ways to broaden its appeal to a more diverse audience.</p>
Ensuring The CPEG Executive/ Administrator Is Enabled To Deliver Requirements	<p>CPEG is empowered to deliver community engagement and SLA requirements</p>	<p>The CPEG executive committee should consider their skills and experience and whether these are sufficient to meet the requirements of their roles. Similar consideration should also be given to the training and development of the group administrator. Training requirements should be identified and met on this basis. See service standards guidance for further information</p>
Develop The CPEG's Ability To Manage Its Financial Resources Effectively And To Access Alternative Funding Streams And Support	<p>CPEG is able to continually develop its role and functions and is empowered to deliver community engagement and SLA requirements</p>	<p>It is important for all publicly funded bodies to have due regard to value for money and this has become even more relevant in these difficult financial times. All CPEGs should seek to ensure that their funding is used appropriately and effectively. CPEGs should also seek to develop their ability to access alternative funding and resourcing opportunities, e.g. using volunteer bureau services to address skills gaps or providing additional engagement services to CDRP partners to provide an additional income stream</p>