

Appendix 1

METHODS OF CONSULTATION FOR INFORMING 2002/03 PLAN (summary of MPS paper)

Method	1: Citizens' panel
Previous use in MPS	<ul style="list-style-type: none"> None
Advantages	<ul style="list-style-type: none"> Can address complex issues Can be representative of a community
Disadvantages	<ul style="list-style-type: none"> New (with steep learning curve) Resource intensive to set up
Cost (estimated)	<ul style="list-style-type: none"> £20k - £30k set up plus £5k - £10k per use
Recommendation	<ul style="list-style-type: none"> Use sooner if able to 'piggy back' on existing arrangements else consider later use in process to discuss draft priorities (lead time and budget constraints could still be problematic); Look to set up as part of consultation strategy.

Method	2: General surveys
Previous use in MPS	<ol style="list-style-type: none"> Annual use of Public Attitude Survey (PAS) MVA survey on police consultation (one off) <i>Londoners' attitudes and experience</i> (ongoing)
Advantages	<ul style="list-style-type: none"> Large sample size (for PAS) Minority group representation
Disadvantages	<ul style="list-style-type: none"> Limited scope to affect content of surveys in this planning cycle due to time constraints.
Cost (estimated)	<ul style="list-style-type: none"> PAS = £100k cash MVA = £40k (already spent) <i>Londoners' attitudes</i> = £28k
Recommendation	<ul style="list-style-type: none"> Use PAS (since results will be available sooner) Use MVA survey (since conducted recently) Await Londoners' attitudes survey

Method	3: Action planning
Previous use in MPS	<ul style="list-style-type: none"> Various uses
Advantages	<ul style="list-style-type: none"> Focus on a specific issue with key partners Can lead to decision
Disadvantages	<ul style="list-style-type: none"> Relatively intensive organisation required Limited number of delegates
Cost (estimated)	<ul style="list-style-type: none"> £5k per one-day event
Recommendation	<ul style="list-style-type: none"> Consider use further in this cycle (eg crime and disorder representatives; voluntary sector representatives)

Method	4: <i>Neighbourhood fora</i>
Previous use in MPS	<ul style="list-style-type: none"> a. Regular local consultative group meetings b. Meeting of PCCG chairs
Advantages	<ul style="list-style-type: none"> • Existing infrastructure • Keenness to be involved more than last year • Links to communities in London
Disadvantages	<ul style="list-style-type: none"> • Organisation to co-ordinate across London
Cost (estimated)	<ul style="list-style-type: none"> • £5k per one-day event
Recommendation	<ul style="list-style-type: none"> • Use PCCGs earlier to comment on priorities • Consider single meeting of PCCG chairs

Method	5: <i>Electronic consultation</i>
Previous use in MPS	<ul style="list-style-type: none"> • Very limited
Advantages	<ul style="list-style-type: none"> • Rapid responses possible • Way of targeting consultation to young people
Disadvantages	<ul style="list-style-type: none"> • New (with learning curve) • Self-selecting responses • Limited to those with access to IT
Cost (estimated)	<ul style="list-style-type: none"> • Unclear at this stage
Recommendation	<ul style="list-style-type: none"> • To be pursued as a pilot pending development of a consultation strategy

Method	6: <i>Customer satisfaction surveys</i>
Previous use in MPS	<ul style="list-style-type: none"> a. Front counter surveys b. Telephone survey of victims of crime
Advantages	<ul style="list-style-type: none"> • Historical data available • Widely used to help local commanders
Disadvantages	<ul style="list-style-type: none"> • Views on corporate priorities may need to be inferred from responses
Cost (estimated)	<ul style="list-style-type: none"> • £26k (spent)
Recommendation	<ul style="list-style-type: none"> • Results should be used to inform decision • Assess possible improvements during development of the consultation strategy

Method	7: <i>Citizens' juries</i>
Previous use in MPS	<ul style="list-style-type: none"> • None
Advantages	<ul style="list-style-type: none"> • Useful for complex issues
Disadvantages	<ul style="list-style-type: none"> • Small sample • Possible need to co-ordinate across boroughs
Cost (estimated)	<ul style="list-style-type: none"> • Not known
Recommendation	<ul style="list-style-type: none"> • Assess possible role during development of the consultation strategy

Method	8: Referenda
Previous use in MPS	<ul style="list-style-type: none"> • Various: last year MPA chair wrote to partners
Advantages	<ul style="list-style-type: none"> • Simple • Wide range of groups (eg from Best Value Review database)
Disadvantages	<ul style="list-style-type: none"> • Needs some work to ensure feedback can be incorporated • Limited to simple responses – little dialogue
Cost (estimated)	<ul style="list-style-type: none"> • Postage costs depending on circulation
Recommendation	<ul style="list-style-type: none"> • Use once draft priorities developed (eg asking respondents for relative weighting)

Method	9: Focus groups
Previous use in MPS	<ul style="list-style-type: none"> • Various uses (often internal)
Advantages	<ul style="list-style-type: none"> • Focus on a specific issue with partners • Can be 'safe' since no need for decision on day
Disadvantages	<ul style="list-style-type: none"> • Relatively intensive organisation required • Limited number of delegates
Cost (estimated)	<ul style="list-style-type: none"> • £5k per one-day event
Recommendation	<ul style="list-style-type: none"> • Consider use further in this cycle (eg crime and disorder representatives; voluntary sector representatives)

Method	10: Delegate committees
Previous use in MPS	<ul style="list-style-type: none"> • Minimal
Advantages	<ul style="list-style-type: none"> • Efficient/effective use of others work
Disadvantages	<ul style="list-style-type: none"> • Variations in quality and content
Cost (estimated)	<ul style="list-style-type: none"> • Unknown
Recommendation	<ul style="list-style-type: none"> • Pursue collation of local crime and disorder audits and consider possible consultation of collated findings