

PACT 60 SECOND BRIEFING

What is PACT?

PACT stands for partners and communities together. The PACT process is designed to focus on small geographic areas known as neighbourhoods. PACT is a **neighbourhood focussed** and **neighbourhood owned** approach which allows local people to identify to police and partners those issues which impact upon the quality of life on their doorstep.

The PACT Meetings & PACT Panel

The PACT Process includes PACT meetings and PACT panels. They are public meetings – open to everyone living or spending time in that particular neighbourhood. After the public PACT meeting, a PACT panel should allocate tasks and actions arising out of the identified priorities. Ideally a member of the public should chair the PACT meeting and PACT panel.

How should a PACT meeting work?

- The purpose and format of the meeting should be explained to attendees by the meeting Chair who sits on the PACT Panel
- Any issues arising from other consultation mechanisms (such as consultation postcards) should first be raised by a spokesperson on the PACT Panel – these issues should also be placed on the flip charts.
- Attendees voice their issues.
- They should be asked to provide as much detail as possible around the specific location(s) of the incidents
- Specific details enable it to be determined whether residents are referring to the same or different issues whilst it also ensures that the 'true' level of issues is ascertained. As each issue is raised, they are listed on flip charts, which are placed around the room.
- As issues are raised, Panel members **SHOULD NOT** attempt to respond by way of explanation or justification. Should an attendee raise an issue, which amounts to a complaint, it should be explained to the attendee that this will be dealt with after the meeting (this should be handled as per the normal Complaints Process).

- Be aware of responsibilities under the Data Protection Act and never discuss matters relating to individuals in the open meeting.
- All attendees should be offered the opportunity to have a say – the Chair should ensure that a minority of attendees do not dominate the session.
- At the end of the meeting, attendees should all be given ONE post-it note for them to place on the flip chart against the issue, which they want to be tackled first.
- Once all attendees have ‘voted’ with their post-it note, this marks the close of the meeting.
- A summary of the result of the ‘voting’ should be provided to the audience by the Chair based on a visible assessment of numbers of post-it notes against issues.
- It should be explained to attendees that the PACT Panel process will follow on from the public meeting. All decisions relating to action on priority issues (up to a maximum of three) will be made jointly by the PACT Panel members.
- Explain that progress towards addressing the priority issues will be reported back at the next PACT Meeting.

PACT Panels

- The PACT Panel’s role is key to prioritising issues raised through the PACT meetings and other community engagement activities, delivering action against these and feeding back to the community on the results of this action.
- A PACT Panel is a group of representatives from a variety of agencies who attend the PACT meetings. The Panel meet after the public PACT meeting – the panel meetings should take place within the same week of the public meeting but, ideally, immediately afterwards
- The purpose of the PACT Panel is to agree a realistic and achievable course of action to address the priority issues identified by the community within an agreed timescale. This can include joint action or be organisation specific.

- The PACT Panel can agree a maximum of three priorities after each meeting.
- All communities have different needs and the composition of the panel may vary from area to area, it is anticipated that the core members of any PACT Panel will consist of some or all of the following:
 - Local Police Officer
 - PCSO
 - Geographic Sergeant
 - Local council representatives
 - Elected councillors
 - NIPB/DPP/CPLC members
 - Local residents and other community representatives
 - Residents' association members
 - Faith group representatives
 - Representatives from education
 - Health Authority representatives
 - Local business representatives
 - Statutory representatives from DOE, DRD etc
- It is recommended that a **local** Neighbourhood Policing Team representative attends every meeting – this could be the neighbourhood officer or the local PCSO – **the emphasis should be on the local neighbourhood officer taking the lead rather than the responsibility resting with supervisors.**
- The PACT Panel must respect the confidentiality of what is discussed, particularly in relation to individuals. To achieve this, a confidentiality declaration should be read out at the start of each PACT Panel meeting.

The PACT structure provides a useful guide as to how community engagement could look at neighbourhood level and should be seen as a minimum expected standard of engagement.