



# ACPO Excellence in Policing Conference

## Confidence in the New Performance Landscape: New Roles, New Responsibilities

NPIA Conference Centre, Ryton-on-Dunsmore, Coventry

EIP  
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# CONFERENCE PROGRAMME

## Monday 21 September

09:00	<b>Welcome to the conference</b>	<b>Peter Langmead-Jones</b>
		<b>Steve Finnigan</b> Chief Constable, Lancashire Constabulary, Head of ACPO Performance Management Business Area
09:20	<b>Opening address by Conference Chair</b>	
09:30	<b>Message from Rt. Hon. Alan Johnson, Home Secretary (tbc)</b>	
09:35	<b>The new performance landscape for crime and policing</b>	<b>Amobi Modu</b> Head of the Delivery Analysis and Support Unit Home Office
09:50	<b>The new roles and responsibilities of HMIC</b>	<b>Denis O'Connor</b> Her Majesty's Chief Inspector of Constabulary
10:20	<b>The new roles and responsibilities of the Audit Commission</b>	<b>Zoë Billingham</b> Director of Community Safety and Sustainability The Audit Commission
10:35	<b>A police authority perspective on the changing landscape</b>	<b>To be announced</b> Association of Police Authorities
10:50	<b>Refreshments and networking</b>	
11:20	<b>Panel discussion, including consideration of</b> • <i>accountability</i> • <i>the management of performance</i> • <i>the ladder of support and intervention</i>	

## THEME 1: UNDERSTANDING PERFORMANCE

11:45	<b>Building capability and capacity to support the performance landscape</b>	<b>Peter Neyroud</b> Chief Executive The National Policing Improvement Agency
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### 12:15 Theme 1 Presentations and Workshops:

1.1	Rounded assessment and the role of the Police Performance Steering Group	<b>David Harris</b> Her Majesty's Inspectorate of Constabulary
1.2	Professional judgement and proportionate crime recording and investigation	<b>Douglas Paxton</b> Assistant Chief Constable, Staffordshire Police
1.3	Assessing specialist units	<b>Nicki Tinkler</b> Child Exploitation and On-Line Protection Centre
1.4	iQuanta update	<b>Ian Williamson</b> Head of the Central Performance Analysis Programme, Home Office
1.5	Capability Support	<b>Dave Hudson</b> Head of Capability Support Build Team, National Policing Improvement Agency
1.6	Past, present and future inspections	<b>Kate Flannery</b> Her Majesty's Inspector of Constabulary
1.7	Linking BCU performance assessments to the CAA	<b>Colin Baldwin</b> Director of Corporate Development and Performance, Greater Manchester Police

13.00 **Lunch and networking**



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### THEME 2: BUILDING PUBLIC CONFIDENCE

- 14:00 Opening of Theme 2** **Peter Langmead-Jones**  
Head of Corporate Analysis  
Lancashire Constabulary
- 14:15 Keynote address** **Julie Spence**  
Chief Constable, Cambridgeshire Constabulary,  
Head of ACPO Citizen Focus Business Area
- 14:45 National and local assessments** **Jeremy Crump**  
Chair of Citizen Focus Technical Advisory Group

#### 15:00 Theme 2 Presentations and Workshops:

	<b>2.1</b> Measuring framework for the policing pledge	<b>Andy Parker</b> Deputy Chief Constable, Warwickshire Police Head of ACPO Performance Assessment Development	
	<b>2.2</b> Applied research	<b>Malcolm Hibberd</b> Independent Consultant to police organisations	
	<b>2.3</b> Confidence in public services: the importance of partnership working	<b>Ivor Twydell</b> Assistant Chief Constable Gloucestershire Constabulary	<b>Kathy Robinson</b> Partnership Policy Manager Home Office
	<b>2.4</b> Rapid evidence assessment of the influences on public confidence	<b>Samantha Leahy-Harland</b> Public Confidence Unit, Home Office	
	<b>2.5</b> Drivers of public confidence	<b>Jon Jackson</b> London School of Economics	
	<b>2.6</b> Using survey findings to manage performance	<b>Clare Hands</b> Survey Analyst, Lancashire Constabulary	
	<b>2.7</b> Effective local accountability	<b>Mark Gilmartin</b> Chief Executive, Kent Police Authority	

- 15:45 Refreshments and networking**
- 16:10 Confidence, competence & capacity** **Jim Gamble**  
Chief Executive  
Child Exploitation and On-line Protection Centre
- 16:40 Strategies of the Serengeti:  
Where good performance does equal survival** **Stephen Berry and Alan Wingrove**
- 17:20 Notices and close of day 1**

**19:30 Pre-dinner reception**

**20:00 to 23.45 Conference dinner**

EIP09 evening reception and conference dinner are sponsored by:





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**Tuesday 22 September**

## **THEME 3: UNDERSTANDING PEOPLE & UNDERSTANDING SERVICES**

<b>09:00</b>	<b>Welcome and notices</b>	<b>Peter Langmead-Jones</b> Head of Corporate Analysis Lancashire Constabulary
<b>09:20</b>	<b>Keynote address Active service design: contemporary approaches</b>	<b>Steve Finnigan</b> Chief Constable, Lancashire Constabulary, Head of ACPO Performance Management Business Area

### **10:00 Theme 3 Presentations and Workshops:**

	<b>3.1</b>	Bureaucracy reduction	<b>Jan Berry</b> Independent Reducing Bureaucracy Advocate	
	<b>3.2</b>	Redesigning services to embrace restorative approaches	<b>Peter Merry</b> Head of Criminal Justice Service, Norfolk Constabulary	
	<b>3.3</b>	Changing organisational culture: A case study	<b>Claire Radley</b> People First Programme Manager, Gloucestershire Constabulary	
	<b>3.4</b>	Preventing serious harm: how Prevent and CONTEST help build public confidence	<b>Andy Pratt</b> Counter-Terrorism Branch, Lancashire Constabulary	
	<b>3.5</b>	Building relationships, getting results; achieving change through conversation	<b>Sarah Hill</b> Director, Dialogix: Conversations with purpose	
	<b>3.6</b>	Local problem solving	<b>Mike Barton</b> Deputy Chief Constable, Durham Constabulary	
	<b>3.7</b>	Using surveys to influence local delivery	<b>Vanessa Cookson</b> Performance Analysis Manager Leicestershire Constabulary	<b>Mark Goodfellow</b> Principal Analyst, Leicestershire Constabulary

### **10:45 Refreshments and networking**

<b>11:15</b>	<b>Using social marketing to build public confidence</b>	<b>Jeff French</b> Strategic Social Marketing Ltd
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**11:45 Excellence in Policing Awards:  
Presentations by the 2009 EIP Award finalists, followed by selection of the overall winner**

The ACPO Excellence in Policing Awards 2009 are sponsored by Alexander



<b>12:45</b>	<b>Closing address</b>	<b>Conference chair</b>
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**13.00 Feedback and final notices**

**13.10 Buffet lunch**



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### Supplementary events

14.00	<b>ACPO Performance Management Business Area (closed meeting)</b>	<b>Leamington Room</b>
14.00	<b>Session reserved for conference sponsor</b>	
14.00	<b>Additional sessions to be announced</b>	

Meeting rooms will continue to be available during the afternoon of Tuesday 22 September. If you wish to take the opportunity to convene a meeting with other participants, please contact Katie Purnell on 02476 516373 or email [eipconference@npia.pnn.police.uk](mailto:eipconference@npia.pnn.police.uk) to discuss your needs, or you may also speak to someone at the conference desk during the event.

### Event sponsors

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#### EIP Planning Team:

Dr Peter Langmead-Jones, Head of Corporate Analysis, Lancashire Constabulary  
Mr Robert Careless, Deputy Head of Corporate Services, Derbyshire Constabulary  
Dr Claire Radley, People First Programme Manager, Gloucestershire Constabulary  
Ms Gillian Porter, Organisational Performance Manager, Durham Constabulary  
Mr Colin Moore, *The Information Edge*

The ACPO Performance Management & Citizen Focus Business Areas reserve the right to change the content and details of the conference.

[www.eip-conference.co.uk](http://www.eip-conference.co.uk)

EIP09 is jointly administered on behalf of the Association of Chief Police Officers by the National Policing Improvement Agency working in conjunction with The Information Edge

