

PACT TERMS OF REFERENCE

PACT stands for Partners and Communities Together and the meetings form part of Herefordshire Partnership's overall Community Engagement Strategy. Herefordshire Partnership includes agencies such as Herefordshire Council and NHS Herefordshire, West Mercia Police, Hereford & Worcester Fire & Rescue Service, Herefordshire Association of Local Councils (HALC) and Third Sector (Voluntary and Community Sector) organisations.

Overall Aim:

To enable an ongoing dialogue between local residents, ward, town and parish councillors, local businesses and public service providers in order to improve delivery of services across Herefordshire; ensuring that local communities and local people are able to have a say about decisions that affect their quality of life.

Objectives:

- To enable the local community to make a significant contribution to the development, implementation and review of Herefordshire's Sustainable Community Strategy.
- By involving the community, investigate and identify issues that affect people's quality of life, for example crime and disorder, community safety and roads to better inform the way public services are planned and delivered locally.
- To give the community the opportunity to raise at the meeting with representatives of Herefordshire Partnership issues that affect their quality of life, with the expectation of a response being provided either at the meeting or subsequently.
- To give organisations the opportunity to advise members of the community about potential changes to service delivery in their area or other matters which could affect their quality of life.
- To give the community an opportunity to have their say about any proposed changes to service delivery or other matters which could affect their quality of life.
- To give local communities the opportunity to influence decisions regarding the delivery of local services.
- To provide a mechanism to give feedback on actions taken following issues raised at the meetings, or an explanation where action has not been possible
- To bring together agencies and organisations responsible for delivering public services with the community to give the opportunity for people to look at ways of supporting each other
- To enable organisations to gain information from local communities; helping to inform and influence the way they deliver services and the priorities they set.
- To share this information with the public to continue to build on cascading information out through the County.

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Time and Location of Meetings

PACT meetings will be held 3 times per year in 12 different locations across the county, these will be supplemented by a variety of other methods of engaging with the local community, such as street briefings, town centre activities and surgeries.

Meetings will be held at a time and place convenient to the local community. This will be established through an ongoing process of review and evaluation.

Dates will be set a minimum of 3 months in advance and publicised locally in area specific newsletters and publications, both paper and electronic, through Parish Councils, local Policing network, ward councillors and through a range of local service providers such as doctor's surgeries, village stores, post offices, libraries etc.

Cancellation of Meetings

Meetings will only be cancelled if it is felt that running them will, in some way, disadvantage the local community (for example due to extreme bad weather). In such an event the Chair, Herefordshire Partnership Support Team, West Mercia Police and other key organisations will mutually agree if a meeting should be cancelled, and every effort will be made to reschedule the meeting to a date and time which will be suitable to members of the community.

Chairing of Meetings

A PACT Chair will be agreed at the start of each year through discussion between the Ward Councillors, the local policing team and Herefordshire Partnership support team based on what best suits the local community.

Chairs will be impartial and will not promote any political views or any agenda other than that put forward by the local community.

Chairs will be provided with a briefing note to ensure that meetings are run uniformly, whilst being flexible enough to meet the needs of the locality.

Attendees

At a minimum the following representatives will attend the meetings

- Ward Councillors
- Parish and Town Councillors
- West Mercia Police
- Member of Herefordshire Public Service Joint Management Team
- Representative from Amey Herefordshire
- Representative from the Community Protection Team
- Member of Herefordshire Partnership Support Team

Other representatives will be asked to attend at specific meetings dependent on local issues. These will include

- Herefordshire Housing Limited or other registered social landlords
- NHS Herefordshire

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Equality of Opportunity

In order to ensure that all sectors of the community have the opportunity to fully partake in the PACT meetings every effort will be made to ensure that venues and meeting format are fully accessible and meet the needs of the community as a whole.

Alternative communication mechanisms will be made available on request from Herefordshire Partnership Support Team.

Documentation

All issues discussed at the meeting will be documented and made available on the Herefordshire Partnership website (www.herefordshirepartnership.com/pacts) within two weeks of the meeting, having been checked for accuracy by (at a minimum) the Chair, West Mercia Police, Amey Herefordshire and any other key contributors to the meeting.

Action sheets will be updated with information as it becomes available.

Finalised action sheets will be made available on the Herefordshire Partnership website, a minimum of two weeks in advance of the next meeting. Paper copies specific to each of the 12 locations will also be available at the next round of meetings.

Action sheets can be made available in hard copy on request by contacting the Herefordshire Partnership Support Team on 01432 261792 or via email hfdpartnership@herefordshire.gov.uk

The action notes can be made available in alternative formats on request by contacting the Herefordshire Partnership Support Team.

Monitoring and Evaluation

Evaluation forms will be made available at each PACT meeting in order to gather the views of local people. These views will be taken into account at the end of each round of PACTs and will be used to inform and improve future meetings.

May 2010