

Agenda

- 9.30am Registration and refreshments
- 10.00am **Welcome**
A/ACC Wendy Walker
- 10.15am **GONW Perspective**
Sheila Battersby
- 10.30am **Neighbourhood Management and the Community**
County Councillor David Whipp, Lancashire Police Authority
- 10.45am **Key Concepts of Neighbourhood Management and Stakeholder Perceptions**
Chief Inspector Stuart Noble
- 11.00 am **The Clear and Compelling Task – Improving Neighbourhood Level Services for the Well-Being of the Communities**
Dr Kusum Sahdev PhD CPsycol FCIPD
- 11.25am To Workshops (A buffet lunch will be served during the workshop)
- 11.30am **Discover - What is great about your organisation/community?**
- o Recount a time when you felt your organisation and the people in it were at their best. What things made this time great?
- 12.30 pm **Imagine**
- o How would your organisation look in an ideal world?
 - o What things that it does great could be even better and how?
 - o Dare to dream about what could be in the future.
 - o Group to achieve consensus on 'intent'.
- 1.30 pm **Design**
- o What are the principles required to get to the ideal?
 - o What will you do after today in terms of relationship building?
- 2.30 pm Refreshments
- 3.00 pm **Plenary**
- 4.15 pm **Close**
A/ACC Wendy Walker

Lancashire Constabulary Graphics Unit 5263 (2007)



Lancashire Constabulary
police and communities together



Neighbourhood Management Summit - An Appreciative Approach

At
Ellis Conference Centre,
Lancashire Constabulary HQ,
Hutton,
Preston, PR4 5SB

Wednesday 26 September 2007

for further information or for all
non-emergency calls please ring:

Tel 0845 1 25 35 45

visit our website:

www.lancashire.police.uk

Lancashire Constabulary and Partners

Neighbourhood Policing (NHP) is a massive nationally driven project that has been evaluated in pilot sites some 5 years ago and proven to deliver the ultimate 'holy grail' of policing – increased satisfaction and confidence. Lancashire is at the forefront of this drive and last year achieved the only excellent grade for NHP from Her Majesty's Inspectorate.

Our success in neighbourhoods is a result of the dedication of our staff and the frontline partners they work with on a daily basis. Truly inspirational stories are everywhere and demonstrate what we can achieve when we put aside our differences and work together for the good of the communities.

The Chief Constable, Steve Finnigan, has identified 4 strategic priorities, one of which is NHP, to support our ambition to 'consistently be the best police force in the country'.

The resources and processes behind NHP are well embedded in Lancashire and we now want to broaden our approach out into NEIGHBOURHOOD MANAGEMENT.

The reason for this is based upon the need for all local services to work alongside each other to deliver what the priorities of the communities are – not what we think they are. Of course our respective Government departments often don't seem to be speaking together but on this occasion they are with the Department for Local Government and the Home Office placing great emphasis on neighbourhood management.

So, we are on the cusp of forging ahead to the next phase of NHP by collaborating more formally with frontline agencies and this event signals our commitment to you as a key partner.

Why Appreciative Inquiry (AI)?

AI is a model for change that seeks to deliver the 'triple bottom line' – People, Profits and Planet. It has been used predominantly in the US (Cooperrider et al) in organisations as widespread as BA, US Navy and Star Casinos. It is widely evaluated and focuses on positive psychology principles, particularly the power of positive conversations.

AI focuses on what we do well and our strengths rather than looking at situations as problems in need of 'fixing'. It is positive and seeks to replicate these strengths.

It has been chosen by the Constabulary for this type of intervention as it is suited to larger scale collaborative events and it is anticipated that many more will follow. Ideally an AI summit takes place over 4 days and this event is being scheduled as a very brief taster of what is yet to come.

Dr Kusum Sahdev PhD CPsycol FCIPD will be facilitating the summit. She is an experienced behavioural psychologist and Organisational Development specialist who has developed an approach to managing change that utilises AI at the outset, bringing groups of people together to create a catalyst for change.

What do you need to prepare?

Ideally we would have longer and so we are asking you to spend a little time thinking about what you will be saying when you attend.

So have a think about the following questions before you get here and we will make the most of our time on the day:-

Discover

- Recount a time when you felt your organisation and the people in it were at their best. What things made this time great?

Imagine

This is the visioning part of the process and we want to encourage people to think beyond today and imagine an ideal scenario.

- How would your organisation look in an ideal world?
- What things that it does great could be even better and how?
- Dare to dream about what could be in the future.
- Group to achieve consensus on 'intent'.

Design

This is the ownership and accountability part where participants will be asked 'what will you do differently when you get back to work?'

- What are the principles required to get to the ideal?
- What will you do after today in terms of relationship building?

The most important part

The most important part of the whole day is the opportunity to perhaps meet the 'face behind the phone' and start to build relationships.

The approach is enjoyable, productive and great fun so we look forward to seeing you on the 26th.

A/ACC Wendy Walker
Territorial Operations and
Criminal Justice



Dr Kusum Sahdev
PhD CPsycol FCIPD

