

**Safe Newcastle AGM 2008
9 December 2009
Feedback - Exercise 2**

Hallmark 1 - Key Comments

- **Partners on the ground feel disassociated from and undervalued by the Board**
- **Role of the Board and governance arrangements, structures are not well understood – people don't know where they fit in or who is representing them**
- **Confusion regarding role of Board and RAs and transparency of decision making**

Hallmark 2 - Key Comments

- **Info sharing generally thought to be working well although gaps identified eg children living with DV**
- **More emphasis on local information**
- **Too much performance based and crime information to the detriment of well being, health and prevention?**
- **Too much emphasis on perception**
- **Analyst role vital**

Hallmark 3 - Key Comments

- **Practitioners don't know what the structures are or how tasking is done**
- **Short term funding still a key issue**
- **SNAPs is working well although escalation process unclear**

Hallmark 4 - Key Comments

- **Need to tailor responses to specific audiences – some excellent examples of work identified**
- **We are not appealing to the masses – they don't know what Safe Newcastle is**
- **Young people identified as a big gap**
- **Need to engage more with hard to reach communities**
- **Community still don't feel engaged or get enough feedback**

Hallmark 5 - Key Comments

- **Support for challenge is lacking at the highest level**
- **Partner commitment should be monitored**
- **Decisions not always transparent**
- **Clearer role for elected members**

Hallmark 6 - Key Comments

- **No induction process or regular skills audit**
- **More use could be made of SNU staff**

Hall mark 1 Empowered and Effective Leadership	Hall mark 2 Intelligence led Business Processes	Hall mark 3 Effective and Responsive Delivery Structures	Hall mark 4 Engaged Communities	Hall mark 5 Visible and Constructive Accountability	Hall mark 6 Appropriate Skills and Knowledge
<p>No direct link between Board and Partners - lack of direction from Board Little recognition of work done at partner level by front line staff Governance is unclear Is the membership right? (also a similar comment re DVAP)</p>	<p>Should be more emphasis on local information</p>	<p>More clarity in relation to how info is handled with clear pathways and mapping so that groups know how to refer into other areas e.g. MARAC, MAPPA</p>	<p>Need to engage the full community. Responses tailor made to specific audiences</p>	<p>Better recording of outcomes and more opportunities to challenge However support for challenge is lacking at the highest level</p>	<p>No induction process or regular skills audit More skills training needed at all levels DSU run good courses</p>
<p>Role of the Board is not well understood. People don't know who Board members representing their agency are Disconnect between Board. RAs and people/groups on the ground Individuals need to be recognised – no blanket stamping of Safe Newcastle</p>	<p>Intelligence could be used more effectively More info needed to assist decision making Could make better use of SNU staff expertise Analysts are vital</p>	<p>Many practitioners do not know what the structure is or how info/tasking flows Structures seen as just another obstacle to hinder work of front line staff</p>	<p>Services for young people remain unengaged. They lack knowledge of Safe Newcastle Messages not tailored to young people Engagement feels like propaganda</p>	<p>Services should be more accountable for delivery</p>	<p>Better evaluation of projects</p>
<p>RAs seem to make all the key decisions not the Board –other partners are therefore left out Decisions by RAs should be transparent</p>	<p>SNAPS has proved a very positive process</p>	<p>SNAPS process is effective - escalation process unclear</p>	<p>Need to engage more with hard to reach communities</p>	<p>Partners don't want to take on partnership accountability. Their commitment should be monitored and challenged</p>	<p>Use of Drupal in induction process Make more use of SNU training staff</p>
<p>Transformation process has caused confusion</p>	<p>Info sharing is working well - this is a strength of the partnership</p>	<p>Good progress on DSU structures and merger of DSU/CSU welcomed</p>	<p>Need to listen more to front line staff Residents don't know what Safe Newcastle is Annual awards scheme?</p>	<p>Decisions not always transparent</p>	

Partners need more info on the structure and how they fit in		Big issues around short term funding to maintain work - several comments on this	Excellent engagement with specific groups but lack of appeal to the masses	Conflict of priorities between RAS and Board?	
Lack of continuity of membership is an issue	We are too focussed on PIs and crime to detriment of wellbeing and health and prevention	Organic development is still continuing - need more direction	Engagement tokenistic – must be done right Still tick box exercise but some great work being done with people with drug problems	Good progress by the police with positive feedback but local authority needs to improve	
Wider involvement of Health required	Big gap in info on services for children living with DV and /or drugs alcohol	Too much overlap or people don't know where they fit	Need to promote our good work more	Don't jump in a knee jerk way to Govt directives	
Potential duplication due to demands from different Govt department	Too much emphasis on perception targets - more focus on crime needed			No overarching reporting structure	
Too many groups invited to meetings but not targeted enough or their role clarified	Easier access needed to intelligence info and better communication between police and Youth services		More info on SNAPs needed Not enough feedback to the community - why cant they attend Snaps	VFM is important - too much money spent on some areas and not in other e.g. ARCH	
Several comments re G Kelly and his role as "holder of the ring"	Info sharing not mature Too much performance based info – bean counting		Progress has been made	Clearer role for elected members	
			Leaflets are a waste of time Open Day was good More targeted local activity – less general		