



MINUTES OF MEETING

Date: Wednesday, 3 June 2009
Time: 1400 hours
Location: The Solent Room, St. Cross Business Park, Newport

Attendees Chief Superintendent D Thomas OCU Commander (Chair)
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Superintendent N Mellors Deputy OCU Commander
Mr D Gledhill Performance Manager
Mr S Richards Finance & Business Manager
Mrs J Beddall Personnel Manager
Detective Inspector N Heelan CID
Inspector M Bell CST
Inspector S Evans Custody
Inspector P Savill SNT
Inspector C Hall TPT
Inspector J Hoare TPT
Inspector K Fowles TPT
Mrs E Collier-Bain Minute Taker

Apologies: Inspector A Treagus TPT
Temporary Detective Chief CID
Inspector C Merrett
Mr D Smith Media Manager
Inspector T Clawson Operations
Inspector O Kenny PPU
Inspector B Pinnell SNT
Inspector R Abel TPT

260. Apologies

Apologies received from Mr Smith, Inspector Kenny, Inspector Pinnell, Inspector Abel, Inspector Treagus, Inspector Clawson and TDCI Merrett.

261. Declaration of Any Other Business

262. Minutes of the Last Meeting and Matters Arising

The minutes of the last meeting held on 13 May 2009 were approved.

263. Action List

The list of actions in progress were reviewed and discussed and the Action List updated to reflect the changes and additions.

Resolved: Mr Richards to get a timeline from BAPs re negotiations on renting additional office space at Langley court.

264. Performance Overview

Mr Gledhill presented the performance figures and commented as follows:

As it is early in the month and the force summary is not yet out, he noted some highlights from May:

- 736 crimes, down from 833 previous May and down from 1000 the year before that.
- Detection rate of theft of motor vehicles 33% and for theft from 19%

He distributed a hand out – Force Monthly Performance Profile Review - based on the force performance review group showing the areas on which we are measured and targets on those they keep an eye on for information. Mrs Beddall noted that we still need to work on bringing up our figures for timely completion of PDRs.

- b) 2 OCU Local Delivery Plan – This was circulated on 20 May. As there has been no feedback, HQ will be told it is approved. However it is a living document that will be reviewed on a regular basis between Mr Gledhill and Chief Supt Thomas and also with Inspectors re their PDR objectives. Mr Gledhill noted that following the upcoming elections all the wards will be changed and all our beats are based on the old system. He will update further at the next meeting.
- c) OCU Learning Matrix – Mr Gledhill noted that he has a meeting next week with Chief Supt Thomas to work on this. Chief Supt Thomas noted that this is HMIC led and each OCU should have a learning matrix, to enable analysis and ensure that the same mistakes are not made again. The three main areas – complaints, operations that have debriefs and investigations. Critical Incidents was also suggested. The information needs to get to Mr Gledhill so that he can record it on a matrix that we can analyse quarterly. The matrix needs to be electronic and have the ability to cross reference, Mr Gledhill to check with PSD to see if they already have some software that we can use.

Resolved: Mr Gledhill to check with PSD to see if there is already in place some software that can be used for the learning matrix.

265. Service Plan Progress

The title of this Agenda item to be changed to Delivery Plan in line with what the Chief Constable has done. This is where any updates/discussion around personal objectives around Delivery Plan objectives can be discussed.

Resolved: Elizabeth to change the title of Agenda Item Service Plan Progress to Delivery Plan Progress.

266. Finance/Estates

Mr Richards noted that he is working on the first monitoring report of the financial year.

- b) Internal Mediation Service – Mr Richards explained this force service and noted that he is one of 12 people across the force trained to an accredited level to deliver a mediation service with a centrally based coordinator in personnel. Mediation is different from anything we have had before; it is about bringing two people who are in conflict together to resolve their differences and find a way forward that they both agree to. It can be used as

an alternative to the grievance procedure, or before or after the grievance procedure. It is for workplace conflicts. There is a confidential enquiry line and two mediators are assigned to each case. Mrs Beddall has received leaflets to distribute to make staff aware of the service. It is voluntary, impartial, no records are kept only written agreements and it is legally privileged. It is separate from Personnel. It is more to do with conflicts in the work place than anything else.

267. Personnel

- a) SNT Media Assistant – At Chief Supt Thomas' request following FPRG, Mrs Beddall explained that she had investigated the SNT Media Assistant post at 3OCU. The position has been in place for 18 months. They are the only one in the force with the post. It works very well and the assistant is a huge support to the OCU media manager working closely with the neighbourhood teams and tying in well with the Policing Pledge.

There was discussion around this. Use of volunteers was suggested, in particular those that come through SNT. The issues of training were raised and the time taken to do this.

Chief Supt Thomas summarised that we should pursue volunteers for this and in November we should review all officer and staff roles - we may be able to support this role internally or fund the post in another way until there is a vacancy we can utilise.

Resolved: Mrs Beddall to pursue the recruitment of a volunteer to cover the Media Assistant post.

Resolved: The November SMT Meeting to be dedicated to looking at the OCU Configuration including the post of Media Assistant.

- b) Personnel Restructure – Mrs Beddall explained that following a meeting at Netley in May, there is currently a consultation process in progress for Personnel, the idea being to move it forward and create a Human Resources Department where all departments are brought together to create a centre of excellence. The proposal is that the majority of Personnel staff will work centrally. It will eventually be based at the new Alpha Park but occupy alternative accommodation in the meantime. Time frame is 12 – 15 months. A much needed new HR computer system will be introduced at the same time.

There are two proposals for the island: 1. That there is a HR business partner based on the island and 2. That there will be a shared HR business partner for the island, part time on the island and part time with call management.

Mrs Beddall noted that the new structure allows for resilience but the value of local knowledge/contact would be lost. The group was encouraged to put forward their views through the HR restructuring mailbox. Mrs Beddall has a copy of the document if anyone wants to read it.

Mr Richards noted that there are proposals that the new personnel IT system is a joint HR finance system so that they can link up pay roll with personnel and that there are talks about doing the same sort of thing with Finance. Basically there are wider implications that this will spread into other areas of the business.

Resolved: Anyone who has a view about the Personnel restructure

Consultation Process on the island needs to give this to Mrs Beddall for collation.

268. Citizen Focus

Inspector Savill reported that he had attended the Citizen Focus meeting and overall HMIC are pleased. There are issues with websites, promises regarding meetings, community engagements, etc. He feels they will want a lot more information on the engagements that we are doing and if we are fulfilling the part of the pledge that says we are giving feedback. He noted that some feedback from surveys suggests that the public like seeing officers in the community patrolling and conversing with people, we should get that message out.

The HQ media have produced a DVD on Hampshire Constabulary showing what we do. This is something that could be used as a central resource and he is arranging to get copies.

Actions that come through the Citizen Focus working group are to be added to the Delivery Plan. He also noted that there is a peer panel to look at how people are rewarded. This sat for the first time recently and includes someone from their independent advisory group. People can be nominated for giving excellent service and they are then given a bronze award. He asked that everyone encourage attendance at these working groups.

Chief Supt Thomas noted that feed back from these groups should be added to our Away Day next year.

269. Safer Neighbourhoods

Inspector Savill noted that at the last Safer Neighbourhoods Communication Group, he and Inspector Pinnell pushed the use of Specials and noted that Nigel Burgess has all their home email addresses so that they can be contacted and lined up for work prior to when they come in on a Friday. There is a huge resource available there and it is nice to give them something organised and planned. Inspector Savill and Inspector Pinnell have asked all SNT Sergeants to make sure that they line them up for projects over the summer. It was noted that some of them might prefer to do some TPT work; Inspector Savill responded that the request needs to come from TPT with specific dates. CARMS should show whether the Special is able to do independent patrol or not.

Resolved: All TPT Inspectors to let PC Nigel Burgess know if there is a need for Specials for a particular TPT project.

Following on from all the work done on the websites, Inspector Savill also reminded everyone to encourage officers to continue to check the websites to see what the priorities are and also to give feedback on the websites themselves.

270.

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272. Custody and Complaints

Chief Supt Thomas noted the idea from the Away Day to produce a DVD for custody as part of the Delivery Plan. This would be a basic information DVD to be played in the holding cells explaining the process. Inspector Evans noted that a script has been written and it is with Mr Smith to add the media element. It was suggested that a smart water DVD could also be developed to be shown.

Resolved: Inspector Evans to make sure that the details for the custody DVD is elaborated on in the Delivery Plan.

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275. PPU

Nothing to report.

276. Media and Communications

In the absence of Mr Smith, noting to report.

277.

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278. Date of the Next Meeting

The next meeting will take place at 1400 hours on Wednesday 8 July 2009 in the Solent Room, Hospitality Training Partnership, The Courtyard, St Cross Business Park, Newport.