



MINUTES OF MEETING

Date: Wednesday 9 September 2009
Time: 10.00
Location: Fareham Police Station

Attendees: C/Supt Karen Manners
Supt Phil Winchester
Insp Darius Hemmatpour
Insp Stuart Boyd
DS Susan Murray
DCI Colin Mathews
C/Insp Operations Steve Baxter
C/Insp Glynis Shaw
C/Insp Rachel Farrell
C/Insp Will Schofield
C/Insp Jerry Patterson
Insp Jim Pegler
Anneke McCarthy
Sally Adams
Sandra Ruddock (M/Asst)

71 **Apologies:** Sam Wigley, DI Jo Smith, Chris Allen

INTRODUCTIONS

C/Supt Manners welcomed to the meeting Chief Inspector Operations Steve Baxter (joining OCU 21/9/09) and DCI Colin Mathews (joining OCU 28/9/09) and also Inspectors Darius Hemmatpour and Stuart Boyd of the Policy and Partnerships Unit.

72 **SNT – WHAT IS A NEIGHBOURHOOD? – HQ PERSPECTIVE**

72.1 Inspector Hemmatpour's role is Embedding Safer Neighbourhoods Inspector which includes looking at an overview for the force of neighbourhood policing and engagement strategies across the force; looking at where the force is going with neighbourhood policing; the development towards neighbourhood management concepts;

engagement with CDRP partners and the rolling out of the SafetyNet IT system.

- 72.2 One of the key issues is around definition of a beat which encompasses delivery of community identified priorities and the policing pledge which recognises the large contribution of safer neighbourhood teams. Each OCU is slightly different. Inspector Boyd is from Portsmouth OCU where the NPT is at beat level with a couple of PCs and PCSO managed by a sergeant. Western and Central have an extra tier where the SNT have several beats which make up the team which raises the issue of where community priorities are set.
- 72.3 Using Winchester as an example, Insp Hemmatpour explained the considerations to be made when defining a neighbourhood and setting priorities. Generally, Central is doing this right and priorities are being set at beat level with gaps on some beats.
- 72.4 C/Supt Manners summarised discussion which had taken place at the OCU Commanders meeting and concerns about how to populate neighbourhood websites down to beat level given the set minimum standards of one priority per beat. The beat priorities are updated to the neighbourhood management system which will populate the web pages. These will be updated and may encompass a number of beats into a neighbourhood team. It will not be necessary to have a web page per beat. Beat priorities will feed back into SNT priorities. It was discussed that these priorities could be set in beat surgeries, parish meetings, LSP meetings, etc.
- 72.5 C/Supt Manners emphasised the concerns regarding the high number of meetings that would be required and that such meetings would be with small groups of people whose priorities might not necessarily be those of the whole community. The OCU has signed up to the Policing Pledge which has made certain promises and with the minimum standards required, this amount of work may not be feasible. She gave the example that the engagement required with regard to hard to reach groups in one area would take nine months. C/Supt Manners was supported by Chief Inspectors who have already done an enormous amount of work in engaging at SNT level who also felt that to engage at beat level with the same depth of process was not feasible.
- 72.6 There were concerns regarding an increase in bureaucracy in relation to websites when traditionally small local priorities can often be dealt with by a single PC or a weekly patrol by a PCSO. It was agreed that some of the priorities could be dealt with by the wider partnership and there may be common priorities across neighbourhoods.
- 72.7 The neighbourhood management system will be rolled out during September and October and will be available from 6th October. Familiarisation will take place over the next two months and pilot studies will be carried out in areas where it is in use. The expectation is that when it goes live there will be a priority per beat under a neighbourhood umbrella. The neighbourhood website will be updated on a regular basis and the websites will be kept up to date.

- 72.8 Sally Adams said that it is not envisaged that there will be individual beat websites at present but this may be a requirement for the future. Sally is pushing for sergeants to be able to update their own websites but without success at present.
- 72.9 Some concern was expressed that parishes do not necessarily align with beats, particularly in rural areas, although they are often more identifiable communities. In Winchester district a lot of work is done in encouraging parishes to come together to identify priorities but this is not at the micro level under consideration.
- 72.10 Insp Hemmatpour said that once SafetyNet goes live links will eventually be built in to local spreadsheets, etc., so that when a report is made of community engagement locally, the website will be updated. A long discussion took place around the issues of engaging partners, withdrawing from parish meetings and encouraging wider meetings, etc.
- 72.11 The OCU do not have a large enough media team to populate the websites and C/Supt Manners is insisting that sergeants have the ability to update their own websites prior to SafetyNet having the ability to auto-populate. The Q & A pages will be the remit of Media and Comms. The information will need to be provided to enable the sergeants to do this.

Action: Insp Hemmatpour to provide an update to C/Supt Manners by 11 September on whether SNT sergeants will be given the permissions and tools to update their own websites.

- 72.12 With regard to bureaucracy, Insp Hemmatpour said that there is currently no way of measuring what SNTs are doing and SafetyNet will do this. Officers will be able to update SafetyNet.
- 72.13 Engagement with CDRP partners in relation to geography and structures should take place as a priority as they too will have an input into the system.
- 72.14 In summary, C/Supt Manners said that the OCU needs to be realistic about what it can achieve; the centre needs to be realistic about the difficulties and what the OCUs can be expected to achieve. Ultimately, the OCU needs to be provided with the facilities now to enable them to do the best they can in providing the information required.

73 MINUTES OF THE LAST MEETING

The Minutes were accepted as an accurate record of the meeting held on 13/8/09

74 MATTERS ARISING FROM THE MINUTES

- 74.1 **Action 44.4 – SMT Bank Holiday Duties.** C/Supt Manners explained the system of and reasons for SMT weekend duties which is for continuity in the DMM process and senior officer visibility. The

question that had been raised related to Christmas and Bank Holidays duties and whether SMT officers should work these duties as well. There had been discussion regarding this being done on an "on call" rota but a store of rest days on this basis would be unacceptable. It was agreed that the bank holiday duties would be arranged on a rota basis.

Action: All to email to C/Insp Schofield a list of weekends they could not work and weekends when they need to work because of other commitments. He will then liaise with C/Insp Baxter to redraft the schedule for agreement.

74.2 **Action 57.2 – Unauthorised Overtime.** C/Supt Manners reiterated the effect of the large amount of unauthorised overtime on budget planning which had been raised with her by Chris Allen and asked again that this is dealt with as soon as possible.

74.3 C/Insp Schofield said that he spends a lot of time chasing up TPT Inspectors to discover who has authorised double time overtime on a Sunday. This has to be authorised in advance and he asked if all TPT Inspectors would email him as soon as they give the authorisation.

Action: Supt Winchester to send reminder to Inspectors to ensure their District Commander is informed as soon as overtime is authorised.

74.4 Insp Hemmatpour had discussed with C/Insp Schofield the appointment of a SafetyNet SPOC for the OCU. It was agreed that C/Insp Schofield's An Active presence in Every Neighbourhood Silver Group should be the SPOC and PS David Pugh would be invited to those meetings to represent the Performance Team.

Action: C/Insp Schofield to invite PS Pugh to Silver Group meetings.

74.5 **Action 68 - District Open Forums.** It was agreed that these were not necessary due to the increased visibility of SMT in the OCU and as the abstraction aspect was a concern. Not losing sight of the structure of the old District Reviews and the opportunities these gave for key deliverers to meet with SMT, it was decided that district meetings would be held on a needs basis for discussion of issues and projects relevant to the district/OCU. The timing of such meetings would be decided by C/Supt Manners and Supt Winchester.

75 FINANCE UPDATE

75.1 An update was provided in advance of the meeting. C/Supt Manners had met with Chris Allen before his leave and the OCU is in a positive position despite the police pay budget no longer being devolved. The cushion due to vacancies at the beginning of the year has reduced due to recent recruiting. Work has commenced on a reconciliation exercise on the police staff establishment with a view to freeing up non-operational posts.

75.2 The OCU has committed to pay half the cost of the Fareham Custody alterations but it has not yet been confirmed that the Centre will pay the other half. This will reduce the surplus further.

75.3 There was concern regarding the amount of money unallocated in district budgets and, although accepted that the districts should have a contingency fund, it was felt these were currently too high, particularly at Havant and Gosport.

Action: C/Insp Schofield and C/Insp Patterson to submit spending plans to Chris Allen for discussion.

75.4 C/Supt Manners had met with Insp Pragnell who had identified to her the pieces of work in relation to the co-ordinated approach to test purchasing. It had been evidenced that in areas where compliance had improved there had been a reduction in violent and knife crime. Supt Winchester pointed out that most of the recent murders had been connected with knives and test purchasing in premises selling alcohol and hardware stores was a useful tool in tackling violent crime. C/Supt Manners said that it was intended to use the top slice of CDRP funds to fund this work. Chief Inspectors are to table for discussion at their respective TCGs.

75.5 C/Insp Schofield asked if there was funding available on the OCU for district projects, e.g. front office. He was advised to forward to Chris Allen for discussion as consideration could be given to using money for the longer term good of the OCU.

76 UNAUTHORISED OVERTIME

Covered under item 74.2 above. No additional issues for discussion.

77 HUMAN RESOURCES

77.1 **Delphi and Establishment.** Anneke McCarthy reported that Delphi is now up and running although there have been a number of errors and HR has had to do a reconciliation exercise to resolve establishments. Work on the police staff establishment has been completed and agreed. With regard to police officers, these have had to be reviewed one by one and a significant number have been recorded in the wrong post which may need to be resolved by an AD2A. The exact figure will be available for the next meeting. This work is about 75% complete and there is a lot of work to do to resolve this problem.

77.2 **Students.** The OCU is receiving a stream of students on a monthly basis which is sending the numbers up – three last month and two this. These will not arrive on the OCU for a period of 6 months. Anneke confirmed that the number was not disproportionate to other OCUs.

77.3 The OCU has a few experienced officers currently on the transfer list and if they want to go to areas where there are vacancies they will move.

- 77.4 Anneke is keen to ensure that the establishment figures are correct and then to ensure that all officers are in the correct roles.
- 77.5 **Sickness** - Some staff have returned from long term sick and one was dismissed recently for non-attendance. Delphi data cannot be totally relied on at present.
- 77.6 **PDRs.** Again Delphi data cannot be totally relied upon but outstanding PDRs are being chased up. It was agreed that PDR stats would continue to be discussed at this meeting.
- 77.7 Recruitment.** HR are 75% of the way through police staff recruitment, people are being offered posts and will soon be arriving. There is a lot of work still to do with regard to appointments and contracts but a drop in vacancies is commencing. Anneke advised that if it is required that a police staff or police officer post is to be advertised outside of the OCU, a business case still has to be submitted with details of why it is needed and how it is to be paid for. This must be submitted to C/Supt Manners, Supt Winchester or Anneke McCarthy and will be reviewed in the Establishment Meeting.
- 77.8 **Vetting.** Anneke explained that although most police staff go through a normal vetting process, for designated posts there is a much higher and more detailed vetting process. The force has to review how they undertake this process and the force will be retrospectively vetting. Those who fail the vetting process will need to be redeployed from that designated post. Examples of those to whom this applies are intel analysts, PSIs, PCSOs, those working in schools, PPU officers and others working in specialisms. This will also cover intel analysts employed by Borough Councils who have access to RMS. Good communication will be a key issue. HR will be as sympathetic as possible when the issue arises and Anneke will keep SMT informed when this commences on 1 OCU.

78 CRIME/CID ISSUES

- 78.1 DI Jo Smith had provided updates prior to the meeting from the Catching Criminals and Managing Offenders Silver Group relating to two new work streams as follows:
- 78.2 Body work video – maximise the use of the equipment – led by Insp Sally Terry
- 78.3 Co-ordinate arrest and interview strategy to encompass all offences for which a subject is suspected, whilst in custody (i.e. when there are several crimes to be dealt with) – led by PS Helen Mitchley.
- 78.4 C/Supt Manners reported that the force meeting of the Serious Sexual Offences Group had been held, chaired by Det Supt Shirley Dinnell. Under PPU, DI Tara Williams is the force co-ordinator for SOITs. The force has not supported the medium term growth bids to increase PPU with 2 permanent SOITs. Tara is now going to put forward a proposal for night duty cover to be organised for the force and shared between the OCUs so that there will be a nominated

SOIT on duty for nights. Locally it has been agreed that two designated SOITs will be moved into the vacancies in the Public Protection Investigation Team as it is believed this will improve the service. Tara will put forward the paperwork for these posts which will not affect establishment numbers.

78.5 A meeting has been arranged with DCI Mathews, C/Supt Manners and the DIs regarding the proposed move around of DIs in November. The meeting is to provide an opportunity to discuss with the DIs their views on possible geographical ownership for DIs, whether there are sufficient, workloads etc. It was agreed that Anneke would hold proposed postings for the time being.

79 COMMUNICATIONS

79.1 Sally Adams advised that she had volunteered the OCU to do a pilot on using Twitter to reach young people. PS Jerry Tremellen is very keen to use it.

79.2 Custody Comms and PIIT Comms will start to be distributed the week following the meeting. These are district specific and C/Supt Manners tasked the Chief Inspector to ensure that loo news is put up as soon as they come out. DCC Cole visited Havant and found a loo news dated 2007.

Action: Sally Adams to advise Chief Inspectors when loo news posters are sent to their districts.

79.3 Service level agreements are to be sent to C/Supt Manners for approval.

80 SILVER GROUPS

80.1 Supt Winchester explained that the intention of this slot in the agenda is not to provide full updates but to bring to SMT ideas and issues that the silver groups feel require the endorsement of the whole OCU. There will need to be minimum standards and a common process for further engagement, leaflets, etc. It was agreed that this will not be a standing agenda item but that issues will be raised for the agenda by Silver Group Chairs on a needs basis.

81 UPDATE ON TEAM'S ASSESSMENT OF DUTY WEEKENDS

No issues other than as discussed under item 74.1 above.

82 OCU SPOC FOR PSD

82.1 DS Murray had been appointed the PSD SPOC for the OCU and was welcomed to the meeting by C/Supt Manners.

82.2 DS Murray produced data on PSD complaints for the OCU highlighting cases of incivility or excess force; the data is broken down into the whole OCU, areas, police stations, etc. With the Supt, she will be producing a monthly report starting with the highest scale, i.e. those on suspension, and this liaison will assist in

areas such as managing welfare and enabling particular issues to be addressed with Inspectors. It will assist the OCU and PSD to know exactly what each other is doing.

- 82.3 There are frequent issues arising because of misuse of RMS or social networking sites which are treated as gross misconduct and most often end in dismissal. Other frequent cases coming through PSD relate to inappropriate comments and sexism. Public disorder situations and use of mobile phones also cause concern.
- 82.4 PC Steve Price runs the learning matrix which is on the PSD website and required learning and appropriate training can be identified from these various issues. These are also areas which DS Murray can work on with management teams within the OCU. She has asked for a report breaking down data relating to officers who have had complaints against them over the last year. Inclusion in the next round of training days in the New Year is under consideration.
- 82.5 PSD are still drug testing. Co-operation level is very high as are negative results. When PSD attend training days they open the question of drug testing up for discussion.
- 82.6 PSD issues with Central OCU are not disproportionate against other OCUs although this is difficult to judge due to the OCU's size.

Action: PS Murray to send data to Sandra Ruddock to include in the minutes.

- 82.7 It was agreed that the complaints to PSD fall under the umbrella of the Providing an Excellent Service Silver Group. The monthly report produced by PSD will be for OCU management and data to be used to inform the silver group is a matter to be agreed with C/Insp Patterson
- 82.8 Anneke McCarthy advised that PSD has no procedural right to carry out drug or alcohol testing on police staff and this can only be done if a possible issue is identified and the member of staff is asked to undertake a voluntary test. Drug testing only applies to police officers but there is a possibility that this will change and some roles have been identified where it could apply.
- 82.9 Anneke also advised that with the new roll out of Delphi, when putting officers on directed duties it needs to be in an identified role so that IT access can be given appropriately. It is important to review what they are actually going to be doing and to inform HR specifically.
- 82.10 Data relating to complaints is available on the intranet and DS Murray said that Territorial OCU reporting is very good.

83 ANY OTHER BUSINESS

- 83.1 **Deputy to Supt Winchester.** For reasons of professional development, C/Insp Schofield will be the designated deputy for Supt Winchester replacing DCI Shand in this role.

- 83.2 **Volume Crime Review.** Supt Pete Shand is leading for the force with regard to the Nemesis report and the review of the Volume Crime Model. He has been given a mandate to look at call management structures, where volume crime comes in, IMU including crime classification, crime management at that point and what comes through to the OCU. The OCU will be working closely with Supt Shand on this work and timescales are to be discussed. Locally the OCU, through the silver groups, will be looking at the processes in place for dealing with volume crime against maps for the force with a view to putting forward proposals for streamlined processes and improved efficiency. This will dovetail into the work being undertaken by Supt Shand.
- 83.3 **Strategic Assessment Day.** This is to be held on 22 September with CDRP partners at Cams Hall Estate Golf Club. The morning will be spent in districts with the district level strategic assessment with a view to coming out with three priorities to be fed into the OCU Control Strategy. After lunch police officers and staff will remain for further discussion. C/Supt Manners recognised the difficulty of getting everyone together for this meeting but hoped that it would have positive results for the OCU and CDRP partners.

84 **DATE OF NEXT MEETING**

Thursday 8th October 2009 at 13.00 in Fareham Main Conference Room