



MINUTES OF MEETING

Date: Wednesday, 9 September 2009
Time: 1400 hours
Location: The Solent Room, St. Cross Business Park, Newport

Attendees Chief Superintendent D Thomas OCU Commander (Chair)
:
 Superintendent N Mellors Deputy OCU Commander
 T/Chief Inspector M Bell CST
 DCI B Maker CID
 T/DCI C Merrett CID
 Inspector R Abel TPT
 Inspector K Fowles TPT
 Mrs J Beddall Personnel Manager
 Inspector T Clawson Operations
 Inspector O Kenny PPU
 Inspector A Treagus TPT
 PS V Bayley Custody
 Inspector B Pinnell SNT
 Inspector P Savill SNT
 Mr D Smith Media Manager
 Mr D Gledhill Performance Manager
 Mrs E Collier-Bain Minute Taker

Apologies: Detective Inspector N Heelan CID
 Inspector S Evans Custody
 Mr S Richards Finance & Business Manager
 Inspector J Hoare TPT
 Inspector C Hall TPT

299. Apologies

Apologies received from DI Heelan, Inspector Evans, Mr Richards, Inspector Hoare and Inspector Hall.

300. Declaration of Any Other Business

- Estates – Inspector Clawson
- Custody Sergeants – Inspector Clawson

301. Minutes of the Last Meeting and Matters Arising

The minutes of the last meeting held on 8 July 2009 were approved.

302. Action List

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

303. Presentation on SafetyNet

Hampshire Constabulary Senior Management Team

Isle of Wight OCU

PC Ray Niblock and Inspector Hemmatpour gave a presentation on the SafetyNet system. Inspector Hemmatpour gave some background. He has been given the role of embedding neighbourhood policing. There are a number of issues associated with neighbourhood policing at the moment and the force is currently looking at where we are in terms of our neighbourhoods, around catching and recording of our information, measuring the work that the neighbourhood teams do and looking at where we are in terms of neighbourhood profiling, community mapping and development of neighbourhood policing.

The purpose of the presentation is to look at the SafetyNet and IT applications associated with it which are the Neighbourhood Management System which is available on the island, and the ASB Case Management.

What it is:

- A web based system, shared access with partners
- Secure ICT environment for managing offenders and SNT activity
- Familiar graphical user interface – no training
- Simple problem solving tool
- Capable of providing meaningful management information
- Tool to create meaningful, fluid and dynamic neighbourhood profiles.

Benefits:

- Providing an excellent service
- Catching criminals and managing offenders
- Protecting our Communities (it will eventually update websites although the issue was raised regarding appropriateness and quality assurance which is being worked on)
- An active presence in every neighbourhood

Benefits for OCU:

- Reporting on pledge scorecard
- Making the most of resources
- Improved organisational memory
- Encourages partnership working
- Formal training not required
- Problem solving tool to manage ASB hotspots.

Benefits for Staff:

- Immediate access for new staff to beat information
- Easy access to ASB offenders' information
- One-stop-shop beat folder
- Realistic prospect of reduction in double keying
- Shared problem solving knowledge base
- Real time access to TCG priority activity
- End of CDRP folders
- Ability to automatically update website pages.

What Happens Next:

- Roll out to police personnel in October 2009
- Resolution of information sharing/security measures
- Roll out to partners

- Ongoing development within Business Intelligence programme.

Support is needed from OCUs to promote the system and communicate the benefits with partners. Tony Parsons is trained and has delivered awareness sessions to units here. T/CI Bell confirmed that some partners on the island are using it and that we had asked to join the pilot. We need to push its use. It will not generally be rolled out to partners until it has been rolled out to all staff. The public will not have access to it although we can export information that we want to make the public aware of to websites.

Plan to roll out to police personnel in October. SPOCs will follow up. Then work will begin on policies around rolling it out to the partners.

Chief Supt Thomas noted that this might address some of the issues where the force had difficulties with measuring HMIC priorities.

Resolved: Inspector Pinnell and Inspector Savill to make sure that SafetyNet becomes an Agenda item for SNT meetings to make sure that everyone is aware of what it is, what it can do and that everyone is aware of timescales.

304. Performance Overview

Mr Gledhill presented the performance figures and commented as follows:

He referred to a hand out showing the highlights from the Crime Matrix that the Force Performance Review Group use to measure our performance. He will circulate more documentation separately.

Chief Supt Thomas summarised that it is challenging to look at targets because as a result of doing well last year, our targets were increased and have become almost unsustainable. The main thing is that we are not delivering what we did last year. There are many good reasons why we have not, but we need to look at what we can do to improve this in the second half of the year. Mr Gledhill will look at the background to the figures in more detail and report back.

There was discussion around this. It was noted that changes in classification as well as targets affect the figures. Supt Mellors noted that the summer has been particularly busy and we have worn out our resources however this does not change the fact that the figures are too high. We now need to review our Violent Crime Strategy, we need to look at what we have done in terms of Summer Policing and Operation Viper, and do everything we can to reduce these figures.

Mr Gledhill also commented as follows:

- Serious Acquisitive Crime – figures are positive
- Theft from Motor Vehicle – figures are positive
- On the most similar groups, we have now reached the top for Serious Acquisitive Crime.
- There are areas where we are performing well. We are also top in our most similar groups for Non-Domestic Burglary, second for Theft from Motor Vehicle, third for Theft of Motor Vehicle and third for Domestic Burglary.
- With reference to the Victim Satisfaction Charts, we are better than force average on all except for three which are coincidentally all in the

violence section. There was discussion around this and how we can improve.

- Very good figures for custody – ‘superb month, magnificent figures across the board’.

Resolved: DCI Maker to let John Stirling and PCU know that their work on auto crime has made a great impact on our figures.

Chief Supt Thomas noted that this will all form part of the summer debriefs where we can see if plans worked and if not why not.

- a) OCU Learning Matrix – Mr Gledhill reported that a couple of things have come up which may change how this will be set up. Complaints may be set up separately. Report at next meeting.

Chief Supt Thomas summarised that it has been a difficult summer for many reasons. We are still in a strong position but struggling in a couple of areas which we need to look at as part of the debriefing and continuous improvement process.

305. Delivery Plan Progress Reports

Mr Gledhill reminded the group that he will be asking for updates soon as we have to do a return at the end of the month. The Chief Constable is keen on Delivery Plans and at the next SMT Away Day, in January next year, there will be four or five more focussed areas/priorities to work on linked to the Delivery Plan.

Resolved: Elizabeth to arrange an SMT Away Day for January next year.

306. Finance/Estates

In the absence of Mr Richards, Chief Supt Thomas again noted the general lack of funds and the current position with Estates is that each OCU has to update their strategy which will be considered by the Police Authority before Christmas.

Inspector Clawson noted that the Resources Team do not have enough space and they have been trying to work out a move. This has been considered by various panels and bounced back each time. He would like to bring the issue back to the SMT.

Resolved: Mr Richards is tasked with resolving the accommodation issue for the Resources Team.

T/DCI Merrett asked about the progress for alternative accommodation at Langley Court. This has been updated on the Action List. Negotiations with the agent have generated terms that are acceptable with HQ Property Services for a unit that could become available to us. The next stage is to scope the project with more definite proposals including costing and present a paper to the Estates Programme Board on 2 November. Chief Supt Thomas noted that we will be putting a proposal in on 2 November however we need to bear in mind that they might turn us down on financial grounds. The additional office space would be very helpful and we need to start thinking now about who we would house there bearing in mind that it will be long term.

307. Personnel

a) Volunteers – Mrs Beddall presented a list of current volunteers showing details of status, station, role, background, etc. She commented as follows:

- At the moment we have 15 volunteers at various stages of employment, either working, waiting to be vetted or being interviewed.
- Roles defined as being suitable for volunteers are Crime Prevention, Force watch, Media, Neighbourhood SNT, presentation skills and property admin. We already have representation in many of these areas with two volunteers lined up for Media, seven interested in Neighbourhoods and the three already working are currently in Neighbourhoods.
- Volunteers are coordinated by Becky Smith, Vetting and References are dealt with by the recruiting team at Netley and they are managed on OCU by the team they are working with.
- They can work a maximum of ten hours per week.
- There is an issue over where they will sit especially in Crime Prevention.
- Mrs Beddall noted that if you look at their backgrounds they are bringing some good experience and background to the OCU, are a valuable asset and we could probably manage with a few more.
- There are a range of ages and some with disabilities.
- If anyone is interested in having a volunteer, let Becky Smith know and she will arrange this.
- If anyone has any ideas about roles that volunteers could fill Inspector Julie Rawson is coordinating volunteer role profiles Force wide.

Resolved: Mrs Beddall to give another update on the status of volunteers on OCU at the December SMT; - where we are with training and deployment of them and touch base with Becky on how difficult it is to sustain this.

b) HR Modernisation Update – Mrs Beddall gave an update on this. It is going ahead. At a recent HR Managers Meeting ACC Dann was asked for an update. As a result all HR staff have received a letter advising them on the status.

Some of the highlights:

- It is now being call an HR Modernisation Project rather than Restructure,
- The project is split into two areas HR IT System and HR Structure.
- Originally the structure was not going to take place without the IT system in place but they now plan to move ahead with the structure change even though the IT may not be in place.
- The new proposal will be for a transactional hub working with Delphi.
- There are four IT proposals being considered
- ACC Dann had a meeting on 1 September and we are awaiting an update from that.
- A consultant has been appointed for twelve month contract to look at the structure.
- The consultant attended the HR Managers meeting last week and she is planning to meet with all HR teams to allow consultation and feedback. She has also asked to meet with the OCU Command Team.
- The proposal is to put the new structure in place, called a Service Centre, within six to nine months depending on accommodation.
- All HR Procedures are being rewritten in a new format with hyperlinks

making things easier to read and find. They will also all be placed on a new intranet portal site making it easier for people to access.

- We have fed our views back to the mailbox.

Chief Supt Thomas summarised that the Service Centre is a good idea but may not be practical for the island. A small SMT group will meet with the consultant when she visits with a view to addressing 2OCU concerns.

- c) Recruitment/Redeployees – Mrs Beddall noted that there is a lot going on with police staff recruitment, redeployment and police officer movement and she will keep us posted.

308. Delivering An Excellent Service

Inspector Pinnell updated that he is putting plans in place for the Police Authority visit on the 15 September. Chief Supt Thomas noted that the Chief Constable has made it clear that the whole programme around Delivering an Excellent Service is going to focus on the Policing Pledge.

309. Safer Neighbourhoods

Inspector Pinnell brought to the attention of the group the fact that the agenda for the Safer Neighbourhoods meeting is structured around Delivering An Excellent Service. He noted that all staff should now be wearing name badges. DCI Maker asked about neck tags for CID passes.

Resolved: Mr Richards to make sure we have neck tags for CID passes.

Inspector Pinnell also asked colleagues to make sure that officers are not careless with their kit bags and store them properly.

- a) SNT Viper Patrols – T/CI Bell noted that this has already resolved.
- b) Information to Neighbourhood Watch Coordinators – T/CI Bell informed the group that Becky Smith is now doing a monthly return and PCSOs are giving more details to the watches in their areas.

310. Partnership

T/CI Bell noted that there is nothing to report.

Supt Mellors informed the group that the Tackling Knives and Serious Youth Violence Action Plan Group had met yesterday chaired by ACC Nicholson. On the basis of his ideas put forward involving partnership working we have £20,000 to spend between now and 31 March 2010. We now need to plan how we spend this to reduce the effect of violent crime by young people. Chief Supt Thomas noted that there is a Partnership Board Meeting this week and each of the key delivery partnerships have to put in proposals around where the ISP focus should be over the next twelve months.

311. Crime

DCI Maker reported generally that he and T/DCI Merrett have been going through various units looking at the processes that make up the CID and considering possible changes in order to make the most of our resources to drive up performance.

312. Custody and Complaints

- a) Custody Back Build – PS Bayley noted that this has already been covered in these minutes and will be raised at the Police Authority visit. Chief Supt Thomas noted that we had made the decision to fund the custody back build from our own underspend but as this may no longer happen we need bring a strong case before the Police Authority.

313. Operations

Bestival – Inspector Clawson reported that all plans are in place for this. He noted that we now have our own Festival website – www.hampshire.police/festivals which will be promoted and has links to policies for the events.

314. TPT Issues

Inspector Abel reported that he is following up on making sure that officers are finger print trained and making sure that the control room is being utilised properly by TPT officers.

315. PPU

Noting to report.

316. Media and Communications

Mr Smith updated the group on CCTV. He met with the CCTV Manager, who is keen to raise the profile of how CCTV is used on the island in prosecution

T/CI Bell noted that he had put forward the CCTV team for an OCU Commanders Congratulations.

317. Any Other Business

- a) This minute and report are classified 'restricted' and therefore will not form part of the minutes for general circulation.
- b) Mid Term Bids – Chief Supt Thomas noted that a number of Mid Term bids had been put through for extra staffing from across the force and they all failed. There is no spare money.
- c) This minute and report are classified 'restricted' and therefore will not form part of the minutes for general circulation.

Custody Sergeants – already covered.

Estates – already raised.

318. Date of the Next Meeting

The next meeting will take place at 1400 hours on Wednesday 14 October 2009 in the Solent Room, Hospitality Training Partnership, The Courtyard, St Cross Business Park, Newport.