

**Minutes of Chief Officer Group
0930 hours Tuesday 24 February 2009
Chief Officers' Conference Room**

Open Session

Attendance

Chief Constable (Chair), Deputy Chief Constable, ACC(OS) Mr Leaver, ACO(S) Mr Goatley, ACO(HR) Mr Watson and Mrs Ahern, Corporate Development Branch.

1. Apologies

- 1.1 Apologies were received from ACC(O) Mr Donald and Chief Superintendent Furlong.

2. Minutes of the previous meeting – 11 February 2009

- 2.1 The minutes of the meeting held on 11 February 2009 were agreed as a true and accurate record.

3. Outstanding Actions Schedule

- 3.1 The actions were updated as per the schedule.

4. New Look HMIC

- 4.1 A briefing document prepared by Ms Wilde was presented to colleagues by the Chief Constable for information. Ms Wilde had attended a briefing led by Mr Dennis O'Connor which outlined the 'New Look HMIC', the intended structure and working practices, both nationally and regionally.
- 4.2 The document highlighted the move away from being a professional inspectorate and critical friend to one of fierce guarantor of the public interest, moving away from regional inspectors to a more centrally based inspection system. Five key domains were highlighted, with the public being consulted in their assessment and perception of force business.
- 4.4 The DCC asked whether ACPO has been consulted or whether they had been invited to respond to this latest positioning briefing. The Chief Constable stated that he had not seen anything and would check with Chief Constable Roger Baker (ACPO lead) with regard to this matter.

5. Reducing Bureaucracy – Stop and Account Recording

- 5.1 The DCC presented a self-explanatory paper written by Chief Superintendent Furlong on the Force's current position with regard to Stop and Account.

- 5.2 The Airwave solution envisaged to reduce the current paper based forms will not be viable until a rollout of new GPS terminals in 2010. Therefore, a shortened version of the current paper system had been assessed. It was felt that to retrain personnel in this new paper method and to then retrain again in the short term on the Airwave solution would be a duplication of effort. Recall and reprinting of paper forms would also add an unnecessary overhead at this time.
- 5.3 Mobile data terminals had also been considered given the current Force project, however, the current funding and rollout of terminals (600) would not cover all staff who conduct checks. Therefore, this option was not deemed to be viable.
- 5.4 Correspondence received from the ACPO lead, Chief Constable Mackey, indicates that we are one of a number of forces in this position. A decision was therefore taken to carry on with the current process until the Airwave solution could be implemented.
- 5.5 The subject of Jan Berry's recent interim paper on 'Reducing Bureaucracy' was raised by ACO(HR). The DCC informed colleagues that he had asked Chief Superintendent Furlong to present a report to this meeting in the next 2 weeks, outlining the implications.

6. Silver Commanders

- 6.1 ACC(OS) Mr Leaver reported on one of the lessons learnt from the recent public order incident at Lindsey Oil Refinery which was that of the current distribution of Silver Commanders across the Force. ACC(OS) gave the example of A Division having a significant number of personnel trained to this level, whilst B Division had none. This had occurred due to the natural shift of personnel as they moved roles.
- 6.2 ACC(OS) informed colleagues that Chief Superintendent Colin Andrews has been tasked to lead on a review with a view to balancing this requirement across all divisions. Mr Leaver assured COG that this would not lead to a significant movement of personnel but would be achieved by ensuring that all relevant divisional personnel are trained appropriately. It was acknowledged that divisions did not need to be self-reliant on the overall skills as when the need arose, suitably trained officers could work wherever was needed in the Force.

7. The Policing Pledge – Update

- 7.1 The DCC presented a paper prepared by Superintendent Mark Johansson in the absence of ACC(O) Mr Donald.
- 7.2 The DCC stated that the Force had made a significant effort in reaching a Pledge Compliant status by December 2008. However, there were still a number of pledge elements under review to ensure full compliance. These are being focused upon by the Citizen Focus project team.

- 7.3 The next stage will be to 'test' these areas to ascertain how well these have been embedded across the Force. Whilst there have been many positive comments, particularly around the area of CRM, this was an especially complicated area which the DCC required reassurance was being dealt with to the highest levels possible.
- 7.4 The Chief Constable requested further reassurance and update on this area, with specific attention being paid to the pattern of call handling in recent years and our current position with regard to this area of the Pledge and the Citizen Focus project.

ACTION: An update to be presented to COG by Chief Superintendent Andrews on the current status of the Pledge and the Call Handling and Contact Management work stream within the Citizen Focus project which he leads upon.

ACTION: An update to be presented to COG by Superintendent Carl Sheppard and Mr Andrew Globe on the current call handling patterns within the command centres, the standards adhered to and response rates thereof.

8. Chief Officer Visits

- 8.1 There were no visits to report on.

9. Summary of Actions – Open Section

- 9.1 Ms Ahern summarised the actions so far.

10. Any Other Business

- 10.1 Ms Ahern raised the subject of business cases and whether there was any further refinement required prior to finalisation of the budget allocation for these.
- 10.2 Discussion followed on whether, given the number and level of scrutiny rounds to date, there would be anything further to be gained from another iteration of the same.
- 10.3 It was felt that there would be some benefit to highlighting those that were IT focused, also a synopsis of additional staffing requirements for review at the next meeting, prior to final presentation of the required funding in March.

ACTION: Ms Ahern to circulate the business case financial matrix, highlighting those that were IT focused, further providing a synopsis of staffing requirements.

Next Meeting: 0930 hrs – Wednesday 4 March 2009