

**Minutes of Chief Officer Group
0930 hours Wednesday 4 March 2009
Chief Officers' Conference Room**

Open Session

Attendance

Deputy Chief Constable (Chair), ACC(OS) Mr Leaver, ACC(O) Mr Donald, ACO(S) Mr Goatley, ACO(HR) Mr Watson and Superintendent Walker, Corporate Development Branch.

Mr I Maughan (Item 1 only)

Chief Superintendent Andrews, Superintendent Sheppard and Mr Globe (Item 2 only)

1. Presentation – 0845 v 03XX v 0800 – Considerations and Issues

1.1 Mr Maughan spoke of a number of significant issues associated with the above and the paper he had submitted. A lengthy discussion then took place around the various considerations which resulted in all four recommendations being accepted which reflect the Ofcom guidance on contact numbers for public services. These were as follows:

- a) *The introduction of an 0800 number should be discounted on the grounds of cost to the Force and callers from mobile telephones.*
- b) *The introduction of the 0345 60 60 222 also be discounted on the grounds that if the 0845 60 60 222 number is difficult to remember, then it is likely the equivalent 0345 number will also be difficult to remember.*
- c) *The introduction of a suitable 0300, 0303, 0306 as a direct replacement to the existing 0845 6060222 non-emergency number.*
- d) *The introduction of any new number be managed through the Citizen Focus work streams, utilise a focus group to assist in the selection of the number and incorporate a significant marketing campaign.*

1.2 Mr Maughan was thanked by the Chair for his presentation and work in this area.

2. Update on Call Handling and Contact Management

2.1 Chief Superintendent Andrews, Superintendent Sheppard and Mr Globe updated chief officers on current performance around call handling and contact management. There was a recognition that we need to undertake a review of IMUs and how we deliver services as part of Mr Andrews' Citizen Focus work stream. Staying as we are is not a viable option. Chief Superintendent Andrews to undertake this work, overseen by ACC(O) Mr Donald. There was a recognition that this will be a lengthy piece of work which needs to be bold in its approach and to look for economies, but ensuring that performance is not affected other than by improvements. Superintendent Sheppard reported that 12 forces had been to visit us to look at our call handling work based on recommendations by HMIC to them.

- 2.2 Chief Superintendent Andrews, Superintendent Sheppard and Mr Globe were thanked by the Chair and COG members, not only for their presentation but for the excellent work which was clearly taking place in this area.

3. Apologies

- 3.1 Apologies were received from the Chief Constable and Chief Superintendent Furlong.

4. Minutes of the previous meeting – 24 February 2009

- 4.1 The minutes of the meeting held on 24 February 2009 were agreed as a true and accurate record.
- 4.2 At this point, the DCC stated that the feedback from HMIC on their recent revisit on the performance inspection and review of critical incident management and contingency planning was good with only minor AFIs identified.

5. Outstanding Actions Schedule

- 5.1 The actions were updated as per the schedule.

6. National Tackling Drugs Week

- 6.1 ACC(OS) Mr Leaver updated chief officer colleagues on the National Tackling Drugs week which is scheduled for 8 - 12 June 2009. Following a discussion around this issue, a decision was made that this will be co-ordinated through the Neighbourhood Champions meeting by the neighbourhood chief inspectors. ACC(O) Mr Donald offered to take the lead on this and report back to COG by middle of April on plans.

ACTION: ACC(O) Mr Donald to report back to COG by middle of April on plans for the National Tackling Drugs Week

7. Regional Traffic

- 7.1 ACC(OS) Mr Leaver updated chief officers on this regional work and that a decision had been made to contribute 6 police officer posts to this important area of business. This would be 2 posts at each base and the aim is to have this accomplished by the end of December 2009.

ACTION: ACC(OS) Mr Leaver to progress.

8. Chief Officer Visits

- 8.1 There were no visits to report.

9. Summary of Actions – Open Section

- 9.1 Superintendent Walker summarised the actions so far.

- 9.2 The DCC at this point raised the Chief Constable's Conference to be held on 11 March 2009. Due to ACO(HR) Mr Watson not being able to attend the conference, there will now be an opportunity for a presentation from Chief Superintendent Andrews and his staff around the work of IMUs and Call Handling. ACC(O) Mr Donald to arrange this presentation by Chief Superintendent Andrews.

Next Meeting: 0930 hrs – Wednesday 18 March 2009