

WILTSHIRE POLICE AUTHORITY

MINUTES of a MEETING held at DIVISIONAL POLICE HEADQUARTERS, SEMINGTON, on THURSDAY 20TH SEPTEMBER 2012

PRESENT: Mr C Hoare (Chairman), Mr J Ali, Mr R Bluh, Mr R Britton, Mr C Caswill, Mr B Fishlock, Mr B Ford, Ms J Hillyer, Mr C Humphries, Mr A Johns, Mrs G Mortimer, Mrs C Soden, and Mrs G Stafford

IN ATTENDANCE: T/Chief Constable P Geenty, Mr C Barker, Mr K Kilgallen, Mr M Prince, and Miss S Kyte

The Chairman welcomed everyone to the meeting and introductions were made.

1. **Chairman's Report**

The Chairman introduced his report and Members posed the following questions:

Performance

Cllr Ford queried why no data was available on the number of independent Special Constables. These were a valuable resource and should be utilised to their maximum capacity.

The Chairman responded that a plan to rectify this was in place with the Force. There was also a disparity within the Force recording system on the number of hours worked by Special Constables meaning accurate data could not currently be provided for this. Cllr Ford asked the Chairman to encourage the Force to enhance the role of the Special Constables and ensure they were fit for independent patrol at the earliest opportunity. The T/Chief Constable informed Members that there were national standards detailing the type and number of hours of training Special Constables were required to undertake. The Force had reduced the level of bureaucracy as much as possible to ensure that the amount of time in tutorship was not excessive. The Force would be working hard over the coming months to ensure as many Specials as possible were fit for independent patrol.

Cllr Caswill stated his surprise that data was not available for the percentage of 'filled Neighbourhood Policing Teams established posts' and hoped that figures for this would be available shortly.

Cllr Humphries queried the poor performance in relation to calls being answered by the Crime Recording Incident Bureau (CRIB) within 30 seconds and to the levels of sickness they were experiencing. This was an area of concern some years ago and investment was made by the Authority to ensure performance reached an agreed standard. This had been achieved but appeared to now be reducing.

The T/Chief Constable stated that an action plan for managing performance in this area had been put in place. The change programme had impacted upon both the Emergency Control Centre and the Force Control Centre and changes in operating procedures were made which affected the CRIB. These changes led to a number of vacancies at a time when the Force had a recruitment freeze in place. The action plan had now been implemented and the T/Chief Constable stated that improvements in performance should be seen at the end of September / early October.

The Chairman assured Members that he would monitor this closely and report back to the next Authority meeting on this issue.

Cllr Humphries asked a supplementary question on whether consideration should be given to informing the public of the reasons for the delay in these calls being answered. The Chairman stated that he would provide a summary of the situation to all Members for them to distribute to the public if they wished.

Cllr Caswill expressed concerned at the level of sickness within the CRIB and hoped that steps were being taken to reduce the pressures the staff were working under. Ms Hillyer stated she would like to be reassured that a similar situation would not arise as in 2010 which seriously dented the public's confidence in the ability of the Force answering the telephone. That reassurance was currently lacking. The T/Chief Constable stated that the Force Recruitment Department had been asked to look at smoothing the recruitment of operators to a monthly basis rather than recruiting a large intake at set times during the year.

Cllr Rideout (Police and Crime Panel Member) and Cllr Bluh questioned the Chairman on the level of domestic violence incidents where children were present. There would appear to be a worrying trend of these increasing but the reasons for this was not understood and a police view on this would be welcomed. The Chairman stated that this was difficult to respond to as partners were also involved in the measuring and recording of this crime type. He believed that there was previously under recording in this area but this was now at the correct level. This was an issue which would continue to be looked at through Multi-Agency Safeguarding Hubs (MASH).

Cllr Britton asked how the success of partnership working would be measured in relation to MASH matters. The T/Chief Constable stated that MASH would need to identify what outcomes they wish to see.

With regard to the quality of vulnerable people action plans, Cllr Caswill observed that 74% of 50 action plans had been assessed as poor. The T/Chief Constable informed Members that the process for the identification of vulnerable people was resource intensive and identified too many people as vulnerable, thus a number of action plans were created but could not be managed as there were too many of them. The Force were now looking to identify those which were considered a high risk and carefully manage responses to the individual with partner agencies. A new policy and process was now being established and would be implemented in January 2013. It was accepted that this problem would not be unique to Wiltshire and the T/Chief Constable confirmed other Forces were being contacted to see how they manage the process.

Presentation of Report

As this was the first report of this type, Members views were sought on the presentation and style of report. Members commented as follows:

- The report lacked a sense of direction of travel.
- Comparison of performance with Most Similar Forces should be included.
- Further information should be provided on performance areas highlighted red and detail on what is being done to address those issues.
- Explanatory narrative around complaints, direction and control complaints, and conduct issues would be useful for Police and Crime Panel Members.

- Resolved:
- 1) *For the Chairman to update Members in relation to Crime Recording Incident Bureau performance at the November Authority meeting.*
 - 2) *That the Chairman would provide Members with a summary of the current situation with regard to Crime Recording Incident Bureau performance which could be shared with the public if required.*
 - 3) *To note Members' comments in relation to the presentation and content of the Chairman's report to Members.*

2. **Apologies** Apologies for absence were received from Mr Macpherson and Ms Tawiah.

3. **Public Questions** There were none.

4. **Declarations of Interest** There were none.

5. **Chairman's Announcements**

Death in Service – Don Anderson

The Chairman informed Members of the death of Mr Anderson who was known to Authority Members through his excellent work on the Force Values and Behaviours. The Chairman and Members wished for their condolences to be recorded.

Murders of GMP Officers

The Chairman stated that both he and the T/Chief Constable had written to Sir Peter Fahey (Chief Constable, Greater Manchester Police) expressing their condolences on the deaths of Pc Fiona Bone and Pc Nicola Hughes. The Chairman had also written to the Chairman of the Authority, Cllr Paul Murphy.

Resolved: 1) *To record the condolences of the Chairman and Members on the death of Mr Don Anderson.*

2) *To note the update provided by the Chairman.*

6. **Minutes of the Meeting held on 20th July 2012**

Resolved: *To agree to sign the minutes as a true and accurate record of the meeting held on 20th July 2012.*

7. **Outstanding Actions for WPA**

27th March 2012, Minute 13.i.4): The Chief Executive stated that a further report would be received from the Community Foundation in advance of the November meeting.

19th April 2012, Minute 20.1): The Chief Executive informed Members that feedback was currently awaited from the Salisbury WPA Councillor Members before further progress on this matter could be made.

20th July 2012, Minute 15): Financial regulations had been drafted and were with the Force for consultation.

20th July 2012, Minute 21): The Chairman stated that he would provide a further update on the Police Cadet Scheme and links with Wiltshire at the next meeting.

20th July 2012, Minute 25): Cllr Ford requested that the financial detail of the agreement reached for the policing of Womad be circulated to all Members. The T/Chief Constable informed Members that the debrief from Womad was currently

ongoing and would include a review of costs and the safety issues. A report would be submitted by the Force to the local authority Licensing Committee. Cllr Ford requested that learning identified from the report be submitted to Swindon Borough Council Licensing Committee for their information. Cllr Humphries reminded the Force that they were entitled to ask for a review of the licence if they believed it necessary.

- Resolved:
- 1) *To ask the Force to forward a copy of the final debrief report on Womad to Swindon Borough Council Licensing Committee for their information.*
 - 2) *To note the updates provided and to update the Outstanding Actions as detailed above.*

8. **WPA and Force Risk Register**

Risk 10.10 (Continued diligence – can the Police Authority maintain an efficient and effective force pending the arrival of Police and Crime Commissioners): To include the establishment of the Corporate Management Board in the mitigating controls for this risk.

Members requested that a consolidated risk register be presented to the November Authority meeting following discussion at the September Audit Committee meeting.

Mrs Stafford expressed concern that the last two Estate Delivery Board meetings had been cancelled as there were a number of issues that remained. As the Value and Productivity Group was no longer meeting, there was also no oversight of estate matters through this Group. A report from the Master Planner was still awaited but there were a number of other matters which were still being progressed in the meantime which Members required updating on. The Force were asked to bring forward the next meeting of the Estate Delivery Board to the earliest date possible. It was also agreed that the Force would submit a report to the final Authority meeting detailing the lessons learned from the move to Monkton Park, Chippenham.

Force Risk Register

The T/Chief Constable stated that a new risk had been included (*Risk 3.1a Management of Vulnerable Victims*), scoring 64 and red. The T/Chief Constable informed Members he was satisfied that a robust action plan dealing with the relevant issues was in place.

- Resolved:
- 1) *To include in the WPA Risk Register the establishment of the Corporate Management Board in the mitigating controls for Risk 10.10 (continued diligence).*
 - 2) *That a consolidated WPA risk register would be presented at the final meeting of the Authority in November.*
 - 3) *To ask the Force to bring forward the next meeting of the Estate Delivery Board to the earliest date possible.*
 - 4) *To ask the Force to submit a report to the November meeting of the Authority detailing the lessons learned from the move to Monkton Park, Chippenham.*
 - 5) *To note the content of the WPA and the Force Risk Registers.*

9. **One Swindon Update** The Chairman gave a brief update on the current work of One Swindon.

Resolved: To note the update provided by the Chairman.

10. **Agenda Item Number Not Used**

11. **Update on PCC Transition Project** The business templates for Custody, Diversity, Professional Standards, and Protective Services had been circulated.

Cllr Caswill expressed his concern about the transition of Professional Standards matters from an Authority to a PCC. He felt this was an important area for the Panel and for them to ensure that the right procedures were in place and that this was done within the public domain.

Mrs Stafford stated that the Protective Services business template was still a draft and that she would continue discussions with the Secretariat off line.

Ms Hillyer informed Members that the Value and Productivity Group business template had been completed but needed to be cross referenced with the Human Resources and Procurement documents.

Resolved: To note the content of the circulated documents and that any outstanding business templates would be submitted to the November Authority meeting.

12. **Vision Wiltshire Sustainable Policing Model Flight Path and Review of Vision Wiltshire Workstreams** A report by the T/Chief Constable had been circulated. The T/Chief Constable provided Members with a brief overview of the Vision Wiltshire programme. It was felt that there could be further cuts within the next Comprehensive Spending Review so the opportunity was being taken to review the current planned change programme and whether the desired savings were achievable. There would also be consultation with the public on the type and level of service they wished to see. Revised options and proposals would be drafted for consideration by the PCC. Post implementation reviews and learning would be conducted more robustly. The post implementation review for the response model would be completed in October 2012 and submitted to Corporate Management Board for discussion and process for implementing lessons learned. A number of themed workshops would be held to which partner agencies, Police and Crime Panel Members, and Members would be invited to attend. The T/Chief Constable confirmed with Members that although not stated in the report, the public would also be included within the workshops.

Ms Hillyer felt that the report needed to address the IT issues as this was a particular area of concern. The model and plan should be defined first and the IT system identified that would be required to deliver it.

The Head of Finance and Logistics stated that he was in the process of identifying a number of different scenarios on which to base the Medium Term Financial Strategy which would be considered at the Corporate Management Board meeting on 3rd October 2012.

Cllr Britton stated that he felt it was important that the Police and Crime Panel were not simply presented with a report detailing the level of precept and that they were sighted on and understood the reasons for the suggested level.

Resolved:

- 1) To note the content of the report.
- 2) To ask the Force to ensure that the involvement of the public is built into the design process.

- 3) *To ask the Force to ensure that Authority Members and Police and Crime Panel Members are invited to attend the workshops.*
13. **People Services Project** A report by the T/Chief Constable had been circulated.
Resolved: *To note the content of the report.*
14. **Update on Winsor Review** A report by the T/Chief Constable had been circulated. The Head of Finance and Logistics stated that the new Police Officer pension scheme, which would be based on career average, would take effect from April 2015. The age at which a pension could be drawn would also be changed to between 55 and 60 years. There would be close liaison with the Corporate Comms team to ensure every member of staff was aware of the impact on their own personal circumstances.
Resolved: *To note the content of the report.*
15. **Update on Review of Neighbourhood Policing including an update on Anti Social Behaviour Call Handling** A report by the T/Chief Constable had been circulated.
Resolved: *To note the content of the report.*
16. **Implementation of Forging the Links Recommendation**
Resolved: *That a full update would be given by the Force at the November Authority meeting.*
17. **Update on Completion of Collaborative Arrangements within the Region** A copy of a letter from the WPA Chief Executive to Regional Chief Constables and Chief Executives had been circulated. It was expected that collaboration agreements for Telephony Single Point of Contact, Zephyr, Undercover Policing Service, and the new finance system would be completed by 21st September. A further meeting to be held the following week would take place to consider any outstanding agreements.
Resolved: *To note the content of the letter.*
18. **Governance on South West Police Procurement Department** A report by the Chief Executive had been circulated.
Resolved:
- 1) *To agree that, in line with the new corporate management structure for WPA, decisions on behalf of WPA in respect of procurements undertaken by the South West Police Procurement Department will continue to be made by the WPA Lead Member for Procurement. Whereas delegated authority was given to the WPA Procurement Lead Member subject to discussion at Budget Action Group, in future this will take place at Corporate Management Board.*
 - 2) *To agree that decision making will continue with a delegation to the Principal Solicitor and Head of Finance and Logistics after 22nd November 2012 discharging the respective functions of the Office of the Police and Crime Commissioner and the Force.*

19. **Committee Reports**

<u>Meeting</u>	<u>Date</u>
Professional Standards	19 th July 2012

Resolved: *To note the content of the minutes circulated.*

20. **Group Reports**

<u>Meeting</u>	<u>Date</u>
Joint Strategic Board	20 th July 2012 16 th August 2012
Budget Action Group	23 rd July 2012
Value and Productivity Group	25 th July 2012
Joint Strategic Performance Board	26 th July 2012 30 th August 2012

The Chairman informed Members that the Joint Strategic Board would no longer continue to meet and that the business from that Board would be covered at the Corporate Management Board. This also applied to the Budget Action Group.

Resolved: *To note the update provided by the Chairman.*

21. **Conferences and Meetings Attended by Members since the Previous Meeting, and Future Conferences / Seminars**

None have been attended.

22. **Dates of Police Authority Meetings in 2012**

2012

1st November

23. **Urgent Items** Members agreed that the Chief Executive's report on the Police Helicopter and National Collaboration should be taken within Part I of the meeting.

Police Helicopter and update on National Collaboration A report by the Chief Executive had been circulated.

- Resolved:
- 1) *To authorise the completion of the transfer of the interest of Great Western Ambulance Service (GWAS) in the contract between WPA / GWAS to Wiltshire Air Ambulance Trust (WAAT) on terms approved by the Chief Executive, Treasurer, and the Chief Constable.*
 - 2) *To authorise that WAAT takes over the payment liability of WPA under the contract with Police Aviation Services.*
 - 3) *To authorise the grant of a lease or licence to WAAT of the part of the Headquarters site for use by a helicopter approved by the Chief Executive, Treasurer, and Chief Constable and otherwise on terms approved by those officers.*
 - 4) *To authorise the entry by WPA into the National Police Air Service collaboration on terms approved by the Chief Executive, Treasurer, and Chief Constable.*

24. **Exclusion of the Public**

Resolved: *In accordance with Section 100A (4) of the Local Government Act 1972 to exclude the public from the meeting for the business*

specified in Items 25-28 below because it is likely that if a member of the public were present there would be disclosure to them of exempt information as defined in Paragraphs 3 and 4 of Schedule 12A to the Act.

25. **Confidential Minutes of the Meeting held on 20th July 2012**

Resolved: *To agree to sign the confidential minutes as a true and accurate record of the meeting held on 20th July 2012.*

26. **Tri-Service Specialist Ops** The T/Chief Constable informed Members that work was being progressed on an implementation plan for presentation to incoming Police and Crime Commissioners with the business case and a commitment to progress from the relevant Chief Constables.

Resolved: *To note the verbal update provided by the T/Chief Constable.*

27. **Police Helicopter and update on National Collaboration** Considered within Part I of the meeting.

28. **Emergency Control Centre** A confidential report by the Chief Executive had been circulated.

Resolved: *To authorise the recommendations broadly as agreed within the report.*

(Duration of Meeting: 10.30am to 2.15pm)