

NOT PROTECTIVELY MARKED



MEETING: Putting People First Board
DATE: Thursday 3rd March 2011
TIME: 10:00 - 10:50
VENUE: PA Members' Room, Police Headquarters

RECORD OF MINUTES

Meeting No: 02/2011

**MINUTES ARISING FROM THE OPEN SESSION
(SUITABLE FOR EXTERNAL DISCLOSURE)**

Persons Present (Full Name, including Rank, Role & Department)

Sean White	Assistant Chief Constable (ACC) – Executive (Chair)
Andy Summerbell	Temporary Chief Superintendent – Head of Specialist Operations & Communications (SO&C)
Glenn Gudgeon	Superintendent – District Commander – Hartlepool District
Peter McPhillips	Temporary Superintendent – Operational Performance Team (OPT)
Tariq Ali	Chief Inspector – Communities & Diversity – Community Justice
Graeme Slaughter	Police Staff – Head of Corporate Planning & Governance (CP&G)
Denise Curtis-Haigh	Head of Human Resources – Cleveland Police
Dave Nixon	Neighbourhood Policing Programme Manager – Executive – Steria/Cleveland Police
Tara Holford	Police Staff – Planning & Development Manager – CP&G
Stuart Malcolm	Sergeant – Training Department – Human Resources
Hazel Pearson	Cleveland Police Authority
Joanne Hodgkinson	Cleveland Police Authority
Clive Pengilley	Police Operational Services Manager – Steria
Laura Lindridge	Support Services Clerk – Central Business Unit (CBU) – Steria/Cleveland Police (Minute Taker)

Para. No.		Action
1	<u>APOLOGIES</u>	
1.1	Apologies for absence were received from the following –	
	Stewart Swinson Detective Chief Superintendent – Head of Crime Operations	
	Mick Hartnack Chief Superintendent – Head of OPT	
	Ciaron Irvine Temporary Superintendent – Head of Community Justice	
	Miranda Sykes Police Staff – Media & Marketing Manager – CP&G	

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	Glen Ward National Policing Improvement Agency (NPIA)	
2	<u>MINUTES OF OPEN SESSION OF PREVIOUS MEETING</u>	
2.1	The minutes of the open session of the previous meeting dated 2 nd February 2011 were accepted as a true and accurate record.	
3	<u>MATTERS ARISING FROM THE OPEN SESSION OF THE PREVIOUS MEETING</u>	
3.1	<u>(Item 3.5.1) Diversity</u> To be discussed under the main agenda item 6.	
3.2	<u>(Item 3.6) Policing Pledge Proposals – Force Training Programme</u> To be discussed under the main agenda item 4.	
3.3	<u>(Item 3.7) Anti Social Behaviour (ASB) Gold Group</u> ACC White noted that the ASB Gold Group met on 8 th February 2011. To be discussed further under the main agenda. Item Discharged	Discharged
3.4	<u>(Item 5.7.1) Putting People First Commitment – Measuring Performance</u> To be discussed under the main agenda item 4.	
3.5	<u>(Item 5.19) Putting People First & TEAM Cleveland Refresh</u> To be discussed under the main agenda item 4.	
3.6	<u>(Item 7.2) Neighbourhood Policing Plus</u> It was noted that Dave Nixon has drawn together a draft Neighbourhood Policing Plus Action Plan. To be discussed under main agenda item 5. Supt Gudgeon advised that Supt Best circulated a message to all District Commanders following the last meeting to raise awareness of the report. Item Discharged	Discharged
3.7	<u>(Item 8.2.4) Vulnerable & Repeat Victims</u> ACC White noted that vulnerable and repeat victims form part of the ASB Gold Group Action Plan. To be discussed further under main agenda item 7. Item Discharged	Discharged

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3.8	<p><u>(Item 10.2.3) 'Keeping You Safe'</u> Graeme Slaughter confirmed that he has progressed the suggested amendments to the 'Keeping You Safe' performance indicator. Item Discharged</p>	Discharged
4	<p><u>PUTTING PEOPLE FIRST REFRESH</u></p>	
4.1	<p>Graeme Slaughter presented two documents in relation to the refresh of Putting People First.</p>	
4.2	<p>Graeme Slaughter advised that the PPF training needs to be refreshed and re-launched as PPF Training. Graeme proposed that Tara Holford and Miranda Sykes attend the training then draw up proposals to be discussed at this group.</p>	
4.2.1	<p>Dave Nixon advised that there has been a pilot of the Improving Confidence through Engagement (ICE) training. It was noted that this also links into the Citizen Focus training therefore thought should be given to whether the two should be merged as part of the transition to PPF Training.</p>	
4.2.2	<p>Sgt Malcolm noted that the Training Department have already trained 650 people in terms of Citizen Focus Training. Training is on hold at the present time until a decision is made around the future of the course. It was noted that these 650 individuals have all given feedback, which may be useful. Tara Holford confirmed that she had received copies of the feedback to take into consideration.</p>	
4.3	<p>Dave Nixon suggested that a process is needed to capture comments made during face to face interactions with the public. ACC White suggested that a small application could be written for CUPID in order to capture such data. There was discussion around this. Graeme Slaughter raised concerns in terms of creating additional bureaucracy for limited value. ACC White advised that he will take this to the CUPID Development Board for discussion. Action – ACC White to raise at the next CUPID Development Board for discussion.</p>	ACC White

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4.4	Tara Holford advised that there is a draft plan in place in relation to targeted marketing. New posters setting out the Chief's Vision, the PPF Commitment and the 2011/12 Policing Priorities had been signed off by the Executive. All old posters and information will be taken down by the end of March 2011 and replaced with this new material. An audit will be carried out one week after this. Graeme Slaughter noted that this will be a low cost launch in keeping with the current financial climate.	
4.5	Graeme Slaughter advised that he has asked Louise Drummond to recommend proposals for measuring and reporting on staff engagement and motivation as it was the one key indicator not currently included on the Force performance dashboard. Proposals will be brought to this meeting for discussion and eventually built into the action plan for the PPF Strategy.	
4.6	T/C/Supt Summerbell noted concerns regarding the amount of training taking place within the Control Room. Clive Pengilley noted that any further training for Control Room staff would have to be put on hold until August 2011.	
4.7	ACC White asked that an update be given at the next Strategic Development Group (SGD) in terms of the PPF refresh. Action – Graeme Slaughter to give an update at the next SDG.	Graeme Slaughter
5	<u>NEIGHBOURHOOD POLICING PLUS</u>	
5.1	Dave Nixon gave an update around Neighbourhood Policing Plus advising that a draft report has been produced, containing an action plan. There was discussion around this. Dave Nixon is to circulate the draft action plan to members. Action – Dave Nixon to circulate draft action plan to members. Action Completed 03.03.11.	Dave Nixon Complete

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6	<p><u>DIVERSITY UPDATE</u></p>	
6.1	<p>Denise Curtis-Haigh advised that there has been a review of how the Force will deal with equalities and diversity strategically. It has been agreed that any internal facing issues will be addressed via the Resource Management Group and any external facing issues will come to this group. Denise is currently working with Community Justice in relation to the Equality Standards. An action plan will be produced in terms of maintaining the baseline standards.</p>	
6.2	<p>It was highlighted that further work needs to be done following the implementation of the Equalities Bill around identifying some equality and diversity objectives for the Force.</p>	
6.3	<p>ACC White gave an update in respect of the Black Police Association (BPA). It was advised that the BPA have raised concerns regarding how funding cuts have had a negative impact on diversity. The BPA are to hold a seminar around this later in the year.</p>	
7	<p><u>ANTI SOCIAL BEHAVIOUR UPDATE</u></p>	
7.1	<p>ACC White advised that an ASB Gold Group meeting took place on 8th February 2011 and gave an overview of what was discussed. Dave Nixon was asked to circulate the ASB Action Plan to members. Action – Dave Nixon to circulate ASB Action Plan to members. Action Completed 03.03.11.</p>	<p>Dave Nixon Complete</p>
7.2	<p>T/C/Supt Summerbell noted that due to the changes in National Standards for Incident Recording (NSIR) hoax calls will no longer be included under the ASB category which will result in a decrease in ASB figures.</p>	

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7.3	<p>It was also noted that a decision is needed around whether the Force will move to the new ASB opening codes that split ASB into three categories, environmental, nuisance and personal. It is proposed that the Force adopts these new codes and a small working group to look at qualifiers. ACC White noted that the categories are mutually exclusive as there are incidents which could fit into more than one category. T/C/Supt Summerbell agreed and noted that guidance to staff and the work around qualifiers will be crucial.</p>	
8	<p><u>INTERNAL COMMUNICATION, CONSULTATION & ENGAGEMENT STRATEGY</u></p>	
8.1	<p>Graeme Slaughter presented the draft Internal Communication, Consultation & Engagement Strategy to the group.</p>	
8.2	<p>Supt Gudgeon advised that he has emailed Miranda Sykes asking whether it would be possible to include comments in the document where staff suggestions/ideas have been used.</p>	
8.3	<p>Supt Gudgeon also asked where the internal staff survey would sit within this document. ACC White noted the importance of having a staff survey and advised that it needs to be more visible in the strategy. It was highlighted that there has not been an internal survey since 2005. This was undertaken by an external company and only feedback is available rather than the full results. It was noted that a survey is needed to establish a baseline. Denise Curtis-Haigh advised that she is in the process of planning a survey and will liaise with CP&G regarding suitable questions before feeding back into this group with proposals. Action – Denise Curtis-Haigh to progress with CP&G.</p>	<p>Denise Curtis-Haigh / CP&G</p>
8.4	<p>ACC White noted that Leeds University Business School have approached the Executive advising that an individual would like to do some work within the Force as part of their MBA. ACC White noted that this work may fit into a HR element of the course. ACC White advised that he will progress this on behalf of the group. Action – ACC White to progress.</p>	<p>ACC White</p>

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8.5	Graeme Slaughter circulated draft Terms of Reference for a delivery sub group to progress the CCE Strategies and asked for feedback.	
8.5	There were no comments in terms of feedback therefore the ToR were approved.	
9	<u>ACTION PLAN UPDATE</u>	
9.1	Tara Holford advised that an action plan has been drawn together using the corporate model to encompass the PPF, Confidence Strategy and ECCE action plans. It was proposed that the outstanding actions within this plan are reviewed at each meeting. This was agreed.	
9.2	Action 1.1 – The PPF Strategy is in draft and will be submitted to the PPF Board in May 2011. Target date extended from April 2011 to May 2011	
9.2.1	Action 1.4 – ECCE Strategy has been slightly delayed by the introduction of the Commitment. There was a request for the target date to be extended to the end of March 2011. This was agreed. Target date to be extended from January 2011 to March 2011	
9.2.3	Action 2.1 – The Joint Consultation Plan between the Force and the Police Authority is to be reviewed. A timetable of consultation activity will then be produced. Target date to be extended from March to May 2011	
9.2.4	Action 2.2 – This action is being progressed by Miranda Sykes and Dave Nixon and will feed into the CCE Delivery Group (as discussed under item 8.5). Target date to be set by the CCE Group	

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9.2.5	<p>Action 3.4 – Currently on hold due to funding. T/C/Supt Summerbell advised that there may be an opportunity to access Mosaic via the Local Authorities and Fire Brigade.</p> <p>Action – T/C/Supt Summerbell to update Tara Holford outside of the meeting.</p>	<p>T/C/Supt Summerbell</p>
9.2.6	<p>Action 3.5 – This action links into ICE training and the work to be carried out by the CCE Delivery Group.</p>	
9.2.7	<p>Action 3.6 – This action links into ICE training and the work to be carried out by the CCE Delivery Group.</p>	
9.3	<p>ACC White asked that this action plan is taken to the next SDG for information. Tara Holford noted that a summary of all Force action plans will be taken to the next SDG.</p>	
10	<p><u>ANY OTHER BUSINESS</u></p>	
10.1	<p><u>Future Chair of the PPF Board</u> ACC White advised that he will no longer be chairing this group. ACC Pickard will take over as chair when the ACC portfolios are swapped in April 2011. ACC White thanked members for their work and wished them well for the future.</p>	
11	<p><u>TIME AND DATE OF NEXT MEETING</u></p>	
11.1	<p>The next meeting will be held on Thursday 5th May 2011 at 10am in the PA Members' Room, Police Headquarters.</p>	

RESTRICTED
MINUTES ARISING FROM THE CLOSED SESSION
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Persons Present (Full Name, including Rank, Role & Department)

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