

FORCE LEADERSHIP GROUP
MINUTES OF MEETING
HELD ON 12TH DECEMBER 2018

11/18.1 **ATTENDANCE**

Mrs J Farrell	Deputy Chief Constable
Mr D Orford	Assistant Chief Constable
Mr G Ridley	Assistant Chief Officer
T/Ch. Supt. A Green	Safeguarding Neighbourhood Command
Ch. Supt. J Spraggon	Business Innovation and Development
T/Ch.Supt J Ward	Crime, Justice & Response
Supt M Bird	Tasking & Co-ordination
Mrs G Routledge	Tasking & Co-ordination
T/Supt. C Clarke	Crime, Justice & Response
Mr C Southey	Professional Standards
Mrs A Gardiner	Tasking & Co-ordination
Mrs J Clewlow	Support Services
Mrs M March	Support Services
Mrs C Jackson	Support Services
PC K Wilson	Federation
Mr R Collins	Unison
Mr J Carling	OPCVC
Canon A Gatrill	Force Chaplain

Observers:-

D/Insp G Low	Tasking & Co-ordination
Mr G Waites	Tasking & Co-ordination

APOLOGIES FOR ABSENCE

Mr M Barton	Chief Constable
Supt V Fuller	Professional Standards
Ch. Supt. P Beddow	Crime, Justice & Response
Supt C Williamson	CDSOU
Mr T Kearney	Tasking & Co-ordination
Mr R Hogg	OPCVC
Ms X Tait	Evolve, Director of Legal
S/CO Checksfield	Special Constabulary

11/18.2 **MINUTES OF MEETING HELD ON 13TH NOVEMBER 2018**

The minutes previously circulated were accepted as a true record subject to the following amendment:-

10/18.6 – The Assaults on Emergency Workers Act 2018

11/18.3 **OPERATION LONDON BRIDGE**

T/Supt Clarke gave a presentation on Operation London Bridge. The following actions were agreed:-

- Ensure all skills are accurately recorded on DMS
- An origin health check to be prompted for all officers/staff to ensure personal details are recorded accurately
- Commands to provide details of business critical staffing levels and ensure all relevant skills are up to date and officers have the necessary uniform and equipment for deployment
- T/Supt Clarke to link in with support managers regarding uniform and equipment requirements

ACTION

T/Supt Clarke/Commanders/All staff/officers

11/18.4 **PLAN ON A PAGE**
PERFORMANCE UPDATE
HEAT MAP ASSESSMENT

Mrs Routledge gave an update on performance highlighting the following areas:-

- Outcomes –
Satisfaction – direction of travel remains upwards.
It would suggest that the work undertaken by the Total Victim Care group has had a positive impact. Further work is being undertaken by the group to look at Domestic abuse. D/Supt Paul Gray is now the lead for Victim Care.
Ease of contact – a number of complaints have been received from members of the public regarding the inability to contact the 101 number. Ch. Insp Long is in the process of looking at the

figures over the 24 hour period to gain a level of understanding and identify actions.

Community Resolution – small increase

Confidence – direction of travel continues to fall. It was agreed to continue with the confidence plan but to reinvigorate it.

Tasking and Co-ordination to unpick and provide evidence for further discussion at force threat and risk and also to bring back an update to next FLG.

- Core Deliverables

Anti-social behaviour incidents continue to reduce over 12 month rolling period

Domestic abuse incidents is now reducing. The emphasis of Inspector reviews has moved towards vulnerability. A piece of work is ongoing looking at demand and quality of sexual offences and domestic abuse. Further discussions to take place at threat and risk.

Hate crimes – continue to be closely monitored

Missing from Home – slight dip in November. A change in profile of MFH has been identified and work is ongoing to look at the risk assessments and demand through force threat and risk.

CSE – continues to increase

Mental health incidents – continues to increase

Crime – is levelling off, no significant changes

Rape, Domestic Abuse and Stalking figures will be included next month

- Enabling factors

Number of 999 calls answered within target increasing.

Number of SNEN calls answered remains stable, although as reported earlier work is ongoing to understand the complaints.

Response rates for immediate, priority and scheduled increasing. The improvement in scheduled is in part as a result of the introduction of the diary system.

- Resources

The overtime budget is heading for a £1/2 million pound overspend. Mrs Farrell requested reassurance that there was a level of scrutiny at the SMT regarding overtime payments. Further work will take place to drill down to identify specifics. SMT's requested detailed overtime information to ensure

meaningful discussion and scrutiny. It was also requested that to assist the resourcing information needs to be accurate.

ACTION

Overtime spent to be reviewed at next FLG meeting

Mr Ridley gave an update as follows:-

- The grant settlement has been delayed. Indications are that the PCVC will be able to increase council tax further to provide increased funding for the police service. Mr Ridley will link in with the PCVC and issue the key elements when known.
- National IT cost recovery is placing additional financial pressures on forces.
- A record level of claims have been made against the force
- Financial pressures to maintain the estate
- Funding required for the temporary posts , the SARC and checkpoint
- Despite the above Mr Ridley confirmed that the force will be financially stable for the next couple of years but there are still pressures to manage what we have better.

Mrs Routledge advised that a full staff survey is not being issued until later in the year. However a diversity survey will be issued within the next couple of weeks and all staff/officers are encouraged to complete it.

Quarter 3 Heat Map

Members considered the plan on a page and based on a risk management approach rated the objectives as follows:-

Outcomes

Inspire confidence – change to Amber

Satisfaction – remain Amber

Core Deliverables

Protecting Neighbourhoods – remain Amber

Tackling Criminals – change to Green

Solving Problems – remain Amber

Enabling Factors

Information and Decision Making – change to Amber

Communication – remain Amber

Partners & Collaboration – remain Amber

Organisational Attitudes and Behaviours – remain Green

Resources

Our People – remain Amber. Mrs Clewlow reported that medical case conferences with the individual, appropriate management and HR were being reintroduced to assist in managing sickness absences. Although this initially will have an impact on demand for the Doctor the benefits will be evident. Doctor's reports will now be issued to the relevant commander/head of department as well as the head of HR unless the individual states otherwise. This will assist in ensuring early intervention.

ACTION

Mrs Clewlow to report on progress re medical case conferences at next FLG meeting

Our Stuff – remain Red

Value For Money – change to Amber

ACTION

Quarterly standing item

11/18.5

EXCEPTION REPORTS (INC. AFE UPDATE) TO INCLUDE GOOD NEWS AND ANY OTHER BUSINESS

The following were reported:-

- The Force Carol Service will take place on Sunday 16th December at 3.30p.m. at St. Cuthbert's Church, and all are invited to attend.
- Graham FM's have appointed a painter and decorator for a 12 month period to carry out redecoration at identified priority areas across the force estate.

- Recruitment for Regular Officers is opening early January, 2019. Following recent events a brief review has taken place to identify areas for improvement in the process to ensure the probationer training is current and fit for purpose. The internal reference process was also asked to be reviewed and an update brought to the next meeting.
- Following the introduction of the Assaults on Emergency Workers Act it was evident that there were gaps in the checkpoint process. This has now been reviewed and will be relaunched by the end of the year. Consideration to be given to apply this to all Emergency workers not just officers.

ACTION

Standing item

11/18.6 **TEAM DURHAM BRIEF**

There were no items identified.

ACTION

Standing Item

11/18.7 **DATE AND TIME OF NEXT MEETING**

The next FLG meeting will be held on Tuesday 8th January 2019 at 9 a.m. Items for the agenda to be forwarded to the Strategic Planning Manager by no later than 31st December 2018.