

NORTH AREA
SENIOR MANAGEMENT TEAM MEETING
12th October 2010

(OPEN)

<p>Present</p> <p>C/Supt Don Spiller (Chair) C/Insp Mark Pannone Sgt Paul Jenner Sgt Jon Sherlock (part) Louise Norman Anne Rogers Keeley Hayton Yvette Slater – Minute Taker</p>	<p>Apologies</p> <p>Supt Sean Robinson DCI Jason Hudson</p>
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*Shaded section denotes Action Discharged

Date of Meeting	Action No.	Actions	Update	Discharged	Action Manager
17/08/10	112	Quality of Service - Provide update in relation to Sgt PACS	28/9 - All Actings contacted for an update. 2 completed. 2 progressing and 2 no update received to date. C/Insp Pannone to progress further. Actings to be revoked if PACS are not completed. Meeting scheduled 7/10 with Training Manager to discuss PACS. 12/10 – updates with C/Insp – work in progress.	Dishcarged 12/10/10	C/Insp
31/08/10	116	Assessment / review of all serious sexual offences to be provided for Supt.	28/9 – Recognised as a Force issue. North analysis carried out. Individuals are being arrested and interviewed. Many cases deemed to be one word against the other. Issues to be raised with CPS		DCI DCI& Supt

NOT PROTECTIVELY MARKED

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		12/10/10 C/S to raise at Confidence Review 14/10 C/I to raise at Ops Board 15/10 DCI to raise accuracy of figures at T&CG 14/10	through PTPM, to clarify their decisions. Update at next meeting. 12/10 – may be attributed to problems encountered with performance dashboard		C/Supt CInsp DCI
31/08/10	117	Assessment / review of violent crime detection rates to be provided for Supt. 12/10/10 C/S to raise at Confidence Review 14/10 C/I to raise at Ops Board 15/10 DCI to raise accuracy of figures at T&CG 14/10	28/9 – recognised as Force issue. To be raised at next CID SMT. North detections at 47%. Analysis to be carried out and determine cases as handled by CID and / or uniform. Update at next meeting. 12/10 – may be attributed to problems encountered with performance dashboard		C/Supt CInsp DCI
31/08/10	118	Performance – Class A Drugs – clarification of Kendal Calling PWIs to be confirmed.	28/9 – Numbers and charges to be determined. Awaiting forensic analysis, due November.		DCI
28/09/10	120	Poster re Quality of Service to be formulated and raised at next SMT for decision.	Update under item 4	12/10/10	Sgt Sherlock
28/09/10	121	Crime Recording & Detections – re Updating Victims and issue of FPNs - o Determine if issues still exist. o Review issues through Crime Desk process. o Confirm if CJU notify victims of detections. o Confirm FPNs are issued for most appropriate offences.			DCI
28/09/10	122	Brampton Review – to be carried out and recommendations put in place in readiness for new Inspector.	12/10 - Health Checks created and booked for 9 Nov. This will form the template for all NPTs which will be checked week 1 in February.	12/10/10	Sup Pannone DCI & Perf Sgt

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28/09/10	123	Designated parking for visitors and staff to be clearly identified with new signage. Signage to be removed from SMT parking bays. Article to be put in Tricia's Tales re changes.	Article on Tricia's Tales, 1/10 and 15/10	12/10/10	Ellen Ingledow C/Supt
28/09/10	124	SMT Changes – Article to be put on Tricia's Tales	Article on Tricia's Tales 1/10	12/10/10	C/Supt
12/10/10	125	Supervisor Review Process – quality assurance measures to be effected and development plans to be put in place.			Sgt Sherlock
12/10/10	126	Patrol Guide 2011 – to be incorporated on Q of S homepage with quick link from North BCU homepage. To be launched via bespoke email and back up article on Tricia's Tales.			Sgt Sherlock & Perf Sgt
12/10/10	127	Rural crime – Penrith – Perf Sgt to consider and monitor.			Perf Sgt
12/10/10	128	Sgt Lawrie to be informed of Seminar Agenda items.			Perf Sgt
12/10/10	129	LRF exercises – request from Civil Contingencies to provide staff. North will release staff if capacity allows. C/Insp to feedback SMT views. C/Supt to raise issue with other Commanders at Confidence Review meeting 14 Oct.			C/Insp C/Supt
12/10/10	130	Ospre part 2 – C/Insp to update Training Manager with views of North SMT by 15 Oct.	C/Insp updated Ops Board on 15 Oct		C/Insp

C/Supt welcomed Keeley Hayton to the North SMT and confirmed her support was appreciated. Keeley will provide 3 days cover per week in North Cumbria during Anne Rogers' absence.

2.	Discussion – MINUTES FROM PREVIOUS MEETING – Minutes from meeting of 28 Sept 2010 were agreed as a true record.	
3.	MATTERS ARISING – discussed and actions updated.	
4.	QUALITY OF SERVICE	

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	<ul style="list-style-type: none"> ➤ Supervisors Review Process – September completed, spreadsheet circulated to members. Next due date is end of Dec 2010. Sgt Sherlock to ensure quality assurance is carried out to determine development plans required in order to manage positives, negatives, areas of weakness and identify training needs. ➤ Quality of Service homepage – currently work in progress. Welcome message should emphasise the importance of Q of S. ➤ Patrol Guide 2011 – completed and will be available on Quality of Service homepage. It will be launched via a bespoke email to staff, backed up by article on Tricia’s Tales. A quick link will be incorporated on North BCU homepage. Site and document usage will be monitored by Perf Sgt. ➤ Front Counter Training – ongoing. Everyone has been provided with training guides in relation to Sleuth. ➤ Incivility – 1 received in last 5 months. Complaints still being received re lack of updating individuals. ➤ Dissatisfaction Reports – no issues raised for North Cumbria. 10 received in last 3 months. ➤ Action Plan – updated and prioritised. Item 11 – Staff recognition – currently being progressed. ➤ Quality of Service Posters – 5 prepared and circulated to members. After discussion, SMT agreed a simplicity design was best and Media & Marketing should be able to assist and progress further. ➤ Victim Call backs – being progressed. <p>C/Supt, on behalf of the SMT, noted his appreciation of the high standard of work as developed from an idea and the good results being produced to date.</p>	<p>125</p> <p>126</p>
5.	<p>RISK REGISTER The Risk Register was discussed – no amendment required.</p>	
6.	<p>PERFORMANCE</p> <ul style="list-style-type: none"> ➤ Serious Sexual Assaults and Violent Crime with injury – discrepancies with the figures had been noted. A manual count had been carried out, some anomalies between the initial and final interpretation of crimes had been noted. DCI will raise at T&CG meeting on 14 Oct to rectify current situation. Approx only 50% of figures are accurate. ➤ Racially aggravated crime – raised for awareness – increase noted. ➤ Rural crime – raised for awareness – Penrith area of concern. Perf Sgt to consider and monitor. 	<p>116 & 117</p> <p>127</p>
7.	<p>TRAINING REQUEST</p> <ul style="list-style-type: none"> ➤ Suicide First Aid Course – request submitted from C/Insp to attend. Course is free, but may require one nights accommodation. SMT agreed. 	
8.	<p>SUPERVISOR’S SEMINAR AGENDA</p>	

	<ul style="list-style-type: none"> ➤ Supervisors Seminars will take place on 10 and 11 November. Key focus will be ½ day for Mental Health issues lead by Sgt Lawrie. Perf Sgt to liaise with Sgt Lawrie to confirm Seminar agenda items. ➤ After discussion, SMT agreed additional agenda items will consist of:- <ul style="list-style-type: none"> ○ Sleuth updates and Victim Contracts - DCI Hudson and DI Marshall to lead. ○ Stress Management – Vicky Hastings to lead. 	<p>128</p>
<p>9.</p>	<p>A O B</p> <ul style="list-style-type: none"> ➤ LRF Support - Request received from Civil Contingencies to provide support to LRF exercises. After discussion, SMT acknowledged the merit in LRF exercises and agreed to support and release staff if capacity allows on the day. Views of North SMT to be feedback to Civil Contingencies. Issues to be raised with other Commanders at Conf Review Meeting on 14 Oct. ➤ Ospre Process – in relation to the national proposal to cancel Ospre part 2, comments and views of North SMT requested by Training Manager by 15 Oct. ➤ Special Constables – SC SMT meeting held 11 Oct. New coordinator now insitu and line managed through Insp D Willetts and ACC J Graham. Specials Chief Const, when in post, will be invited to AMT and T&CG. 	<p>} 129</p> <p>130</p>
<p>10.</p>	<p>DATE OF NEXT MEETING - Wednesday 27 October 2010 at 1030</p>	