

NORTH AREA  
SENIOR MANAGEMENT TEAM MEETING  
21<sup>st</sup> December 2010

(OPEN)

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

Date of Meeting	Action No.	Actions	Update	Discharged	Action Manager
27/10/10	<b>134</b>	Submit costings for monitoring cameras from Durranshill. Consider funding from BCU Fund.	9/11 – Progressing 7/12 – There will be an investment cost to lay cable so Durranshill have ability to monitor and carry out evidential recovery of CCTV through CSI office. Concerns were raised in relation to ongoing maintenance costs, the potential implications and responsibility should the police start to monitor CCTV instead of the City Council. Meeting arranged for 13 Dec.		<b>C/Insp &amp; AFM</b>
07/12/10		SMT agreed meeting required outwith SMT with C/Supt, Supt, C/Insp and Insp Sowerby to discuss issues further.	21/12 – CCC will no longer view after midnight. No facility for police to have access to the CCTV building. C/Insp will continue to encourage police investment.		
07/12/10	<b>140</b>	QoS – reminder to be circulated to all staff re completion of reviews, 1 – 15 Jan 2011.	21/12 - Reminder circulated.	21/12/10	<b>C/Insp</b>
07/12/10	<b>141</b>	QoS – Sgt Lawrie QoS training – update required. How many still to do and completion date.	21/12 - Update provided at AMT 14/12/10. Documents available on AMT Sharepoint.	21/12/10	<b>Sgt Sherlorck</b>

Date of Meeting	Action No.	Actions	Update	Discharged	Action Manager
21/12/10	<b>142</b>	QofS - Consider how QofS is embedded into day business.			<b>C/Insp &amp; DCI</b>
21/12/10	<b>143</b>	Phone calls to Sgt's Office – under QofS, carry out 'mystery shopper' to determine how many phone calls and queries are answered first time			<b>Sgt Sherlock</b>

3.	<b>Discussion – MINUTES FROM PREVIOUS MEETING –</b> Minutes from meeting of 7 Dec 2010 were agreed as a true record.				
4.	<b>MATTERS ARISING –</b> discussed and actions updated.				
5.	<b>QUALITY OF SERVICE</b> <ul style="list-style-type: none"> <li>➤ Concerns were raised in relation to ensuring QofS is embedded into day business. Consider how QofS is embedded.</li> <li>➤ Agreed to remove as standing agenda item.</li> </ul>				<b>142</b>
6.	<b>RISK REGISTER</b> <ul style="list-style-type: none"> <li>➤ With reference to the Staff Announcement from CC Craig Mackey on 20 Dec, SMT agreed no additional North risks had been identified at present.</li> </ul>				
7.	<b>PERFORMANCE</b> <ul style="list-style-type: none"> <li>➤ Update had been provided at AMT on 14 Dec, nothing further to add.</li> <li>➤ TT&amp;CG process raised for awareness. Meeting arranged for 7<sup>th</sup> Jan 2011 with Supt, C/Insp &amp; DCI to discuss requirements and expectations of T&amp;CG process for 2011.</li> </ul>				
8.	<b>PUBLIC PHONE CALLS TO SGT'S OFFICE</b> <ul style="list-style-type: none"> <li>➤ Question raised via 'Ask the Commander' on 22 Nov and issue with Comms noted.</li> <li>➤ Consider under QofS, carrying out a 'mystery shopper' to determine how many phone calls and queries are able to be answered first time without the need to ring back when relevant officer is on duty.</li> </ul>				<b>143</b>
9.	<b>A O B</b> <ul style="list-style-type: none"> <li>➤ Nil.</li> </ul>				
10.	<b>DATE OF NEXT MEETING - Wednesday 5 January 2010 at 1000, SMT Meeting Room 5, Durranshill</b>				