

Summary of Actions from Op Teak - APPENDIX A

	ACTION	LEAD	UPDATE	TARGET DATE	Open/ Closed
1	Regular updates required regarding enforcement and prosecution of perpetrators.	C/Insp Ball	Four Persons currently under an ASBO. All four also charged with Harassment and Public Order offence and going through the process of Court Hearings through Hinckley Magistrates and Youth Court and remain on bail. Further hearing on the 25/01/2010. .	25/1/2010	Open
2	Reality Checks on use of powers for ASB/Enforcement	C/Insp Streets	The training event took place as planned. Work now continues with L and D to conduct a training needs analysis of ASB. My recommendation is that this action is now transferred to the new ASB action plan which will be driven through the newly formed ASB team headed by Ch Supt Masters as at this time we are updating separate action plans.	01/03/2010	Closed
3	Review of policies and practices for call handling attendance.	C/Supt Masters	The audit for the Incident and Attendance Policy has been undertaken and submitted to Performance Development Group, with further audits planned over the next few months.	18/1/2010	Open
4	Review of Hate crime Policy and procedures regarding disability, vulnerability including mental health.	T/DCC Fraser	The audit of 300 records has been completed. This included looking at a random sample of incidents to see whether they had a hate or vulnerability elements, and if so, whether they had been identified correctly on CIS and OIS. The results were promising in relation to the recognition of hate crime on crime reports, but they do suggest that there remains a lack of consistency in recognising	End of Feb 2010	Open

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			<p>vulnerability both on crime reports and on incidents.</p> <p>The development of our safeguarding arrangements will ensure that these issues are identified and addressed. A follow-up audit will be commissioned to ensure that this has taken place effectively.</p> <p>Target date is for a vulnerable adults referral desk to be in place by end Feb 2010 with a 3 month review to follow</p>		
5	To look at call handling software (Contact resolution Manager) and produce paper for Chief Officer Group.	T/ACC Yeadon/Supt. Haward	<p>The Command and Control replacement was approved by PA on 22/12/09. Will be moving to system which has basic Customer Relations Management included and likely to be sufficient for our purposes.</p> <p>New processes designed to monitor repeat calls and vulnerability – flow charts and process maps circulated to force and now in place linking incidents to intell and action.</p>	March 2011	Open
6	To look at IT systems for ASB (case management system)	T/ACC Yeadon	<p>The assessment of two systems has been made and was presented to ACC Yeadon on 21/12//2009. An order has been placed to develop the interface between Sentinel and our Command and Control System.</p> <p>Early indications suggest a 14 week lead time.</p>	April 2010	Open
7	CRAVE data to capture and analyse any change in confidence due to reporting around Op Teak.	T/ACC Yeadon	The results for December are now available on the MIG. Results to be published the 2nd week in every month.	Feb 2010	Open

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8	Confidence Reality Checks to be undertaken at Hinckley LPU	Ch Insp Pattani	The Performance Improvement Unit has carried out a 2 day reality check at Hinckley LPU. The LPU commander and the South SMT have been fully briefed with regard to the findings.		Closed
9	To look at the ASB user experience to ascertain what good practice looks like from the victim perspective.	Glenn Brown	This work is now complete and had been submitted to ACC Yeadon for information and forms part of the ASB Project's Team audit.		Closed
10	Collaboration work on the design of a new vulnerability and risk programme with De Montfort University (foundation pack).	John Bill	<p>The work has been commissioned with DMU, as part of our academic partnership, with the first meeting of the working group being set up for January.</p> <p>Following a meeting with Gordon Fraser it is understood that any training would be summer 2010, so we were working on having a validated package by June for that purpose. Actual roll out will be dependent on COG's agreement.</p>	June 2010	
11	Identification of an Independent Advisory Group for learning and design, particularly focusing on protecting vulnerable people.	John Bill	<p>The work has been commissioned with DMU, as part of our academic partnership, with the first meeting of the working group being set up for 18 January 2010.</p> <p>Having struggled to get active IAGs in the past for L & D, they have enlisted a working IAG team with De Montfort University. This group will work with us on designing Protecting Vulnerable People training and consists of ex-practitioners from social work (adults care and young persons care), Youth work and Health, who are now in the academic world.</p>	June 2010	

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12	BCU Team Leader call backs to focus upon victims of ASB	Ch Supt Masters	The latest evaluation is complete and will be circulated to areas this week and be produced to a Force Performance Meeting for discussion in the next couple of weeks	Within 2 weeks from 18/1/2010	
13	Enhancing Genie 2 to enable recording and linking of information about vulnerable people.	T/DCC Fraser / Tim Glover (IT)	The ability to link records has been available within Genie 2 for approx. one year. Furthermore a number of vulnerable individuals have been reviewed in that time and are now linked. To take full advantage of this facility we are also recommending minor procedural changes within the CMC.	T/DCC Fraser to take action forward.	Open
14	A Force Strategy for ASB should be drawn together, capturing the performance around the powers and including interventions for victims, offenders and communications strategy and be captured through an update to COG.	T/ACC Yeadon	A paper is being revised by Chief Insp. Streets in light of the new unit that has been formed to embed ASB under the direction of Chief Supt. Masters, to be submitted to COG by the end of January. Recommend that action is closed and transferred to the Force ASB Action Plan.		Closed
15	ASB Tools and knowledge of powers, for officers on the ground. Our understanding that officers fully understand the powers and tools at their disposal for dealing with ASB.	T/ACC Yeadon	Action closed and transferred to the Force ASB Action Plan under the control of Chief Supt. Jason Masters.		Closed
16	Reputational Risk Management Group	ACC Fraser	A Reputational Risk Management Group has been set up to identify and monitor ongoing risks. The risks are now recorded onto a register. The Police Authority is represented on this group.	15/01/2010	Open

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17	The Facts Behind the Headlines (Lessons learnt from Op Teak). This will be a half day for Police Colleagues from other forces.	Chief Supt. Masters	<p>This event was advertised on the ACPO Intranet followed up with personal letters of invitation to all forces.</p> <p>The event took place on Friday 9th December at Leicestershire Police HQ and was attended by 41 senior managers and ACPO ranking officers from 24 forces outside Leicestershire.</p> <p>Feed-back received from forces following the event is that the presentations were highly beneficial. They had anticipated that they would gain benefits from discussions around ASB, but the presentations provoked thought across a number of other areas e.g. vulnerability, Inquests, Partnerships, media management etc.</p> <p>A further event for the benefit of partnerships across Leicester, Leicestershire and Rutland will be arranged in the New Year. Chief Insp. Donna Thomson 11/1/2010</p>		Open