

LEICESTERSHIRE POLICE AUTHORITY

PAPER MARKED

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Meeting **POLICE AUTHORITY**
Date **TUESDAY 26 JANUARY 2010 – 2.00 PM**
Report of **CHIEF CONSTABLE**
Subject **OPERATION TEAK**

Purpose of Report

1. The purpose of this report is to provide members with information and updates concerning Operation Teak actions.

Background

2. During October 2007 in a lay-by on the A47 just outside Earl Shilton two bodies were found in a burnt out vehicle. They were identified as Miss Fiona Ann Pilkington 38 years and her daughter Francesca Hardwick, 18 years. The mother of Fiona subsequently contacted the Police having received a letter from her daughter and she believed it to be a suicide note. Later, media reports, supported by members of the family and the community, suggested that continued anti social behaviour outside the family home in Bardon Road, Barwell drove her to this action.

Following an internal review of the circumstances concerning the incidents and events leading to the death of Miss Pilkington and her daughter a number of actions were identified. These were compiled into an action Plan Operation Teak (see *Appendix A*).

Strategic Lead for ASB

3. The Service Excellence Team and the Neighbourhood Improvement Team have been combined to form the Safer Communities Team to provide a cohesive approach to dealing with Anti Social Behaviour. The aim of the team is to review and bring about change in the force's approach to ASB related incidents, which include all facets of ASB work from reporting, investigation, enforcement and resolution whilst ensuring that partnership work is maintained. The intention is to create a governance structure for this important area of business and a result a plan is in the course of being written to ensure there is a robust reassurance to deliver the specific work streams.

The Safer Communities Team will also look at opportunities such the previously piloted 101 the Single Non Emergency Number. This was piloted in Force working with Local Authority Partners between 2006 and 2007.

Action Plan Updates

4. The following paragraphs of this report provide updates across the three main themes of the Operation Teak Action Plan.

Independent Analysis and Reality Checks

5. This is one of the key themes from the original Operation Teak Action Plan which came from the Gold Group meetings. The aim of this action is to provide internal reassurance within the Force that intended actions have been fully implemented and imbedded across the Force. An example is reality checks have taken place at Hinckley LPU to ensure that the range of measures which underpin public confidence are in place, both within the Local Policing Unit, in conjunction with partnerships and engagement with the local community. This assessment showed that partnerships with local agencies appeared to be working effectively and that there were further opportunities to embed negotiated response to incidents which forms a part of the Policing Pledge principles and celebrate successes amongst staff.

Members will be aware from the report on performance to the Authority to track any changes to public confidence as result of Operation Teak. Because of the importance of this Topic this remains an action point under the Operation Action Plan referred to above.

Training

6. One of the other main themes of the action plan has been to commission some joint training with partners. This was held on the 14th December and covered 4 critical areas.
 - Barwell the lessons learnt
 - The availability of tools and Powers for tackling ASB
 - Myth Busting in relation to information sharing
 - Work Shops to embed the learning and agree actions with Neighbourhood Teams for the way forward.

This training was prioritised for Neighbourhood Teams in ASB hotspots, but it is recognised that a wider analysis should be conducted force wide. This is now being taken forward by the newly created Safer Communities Team.

Longer Term there is a need to ensure future officers receive appropriate training as part of their training course; discussions are already taking place with De Montfort University to redesign Student Officer training.

The Force recognised that there may be some value in sharing the lessons learnt from this incident, with colleagues from other forces. As result, Leicestershire Constabulary hosted an event on 9th December 2009 which was attended by 21 senior managers from 21 forces (including ACPO ranks) presentations were given by Leicestershire personnel who were involved in different aspects either at the time of the incidents or in dealing with the Inquest and its aftermath. Very positive feedback was received from attendees and a further event for the benefit of partnerships across our Force area is being planned.

Process Changes and New Technology

7. A fundamental review of policies and practices for call handing, attendant with particular regard to those vulnerable victims through disability or mental health has now been completed. An audit program is now in place to monitor whether standards will continue to be met and improved going forward. The results of this audit have been fed into our Performance Framework through PDG.

A key plank of our ability to link incidents will be the introduction of relevant IT software. The Force has identified the need for a case management system, similar to that which exists for Crime and Intelligence. A suitable product has been identified and a decision is

now sought as to whether to purchase this a stand alone product. The alternative would be to use our current Crime and Intelligence system.

The recent decision by the Police Authority to replace our existing Command and Control system will enable the introduction for the first time a Customer Relations Management facility. This will allow call handlers within the CMC to recognise all previous contact with the Constabulary from any member of the public. Through this facility it will then be possible to identify the needs of vulnerable persons and to deliver a personalised service.

Over the last 12 months the Force has introduced Mobile Data Terminals, which with IR3 Technology and our existing GENIE 2 application provides a range of tools for operational officers to search all Force systems for any series of linked incidents, crimes and intelligence. This should enable operational staff to provide a more bespoke and hence a better quality of service to the community.

The governance around critical incidents such as the Pilkington case has been reviewed and a reputational risk management group has been formed to register and monitor on going risk. Police Authority members form part of this group to provide strategic oversight.

Recommendation

8. To note the contents of the Action Plan update.

Background Papers

Chief Constable's report to the Police Authority meeting on 13 October 2009

Implications

Financial: none
Legal: none
Diversity: none
Risk management: none

Officer to Contact

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