

LEICESTERSHIRE POLICE AUTHORITY

PAPER MARKED

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Meeting **POLICE AUTHORITY**

Date **MONDAY, 28TH JUNE 2010**

Report of **CHIEF CONSTABLE**

Subject **RECOMMENDATIONS – OPERATION TEAK ACTION PLAN**

Purpose

1. The purpose of this report is to recommend the formal closure of the Operation Teak Action Plan on the basis that outstanding actions are now part of mainstream business or are being taken forward as part of the strategic development of the Force.

Background

2. Operation Teak was developed following an Internal Review of the circumstances concerning the events leading to the deaths of Miss Fiona Ann Pilkington and her daughter, Francesca Hardwick in October 2007.
3. Following a series of Gold Group meetings a number of actions were set out and subject of subsequent reports to Chief Officers and the Police Authority.

Current Position

4. Operation Teak identified failures both at organisational and individual level in respect of:
 - The recording, response to and management of anti-social behaviour by Police and Partners
 - The recording, response to and management of vulnerable people by Police and Partners
 - Information sharing between Police and Partners
 - Management of critical incidents by the Force
 - Embedding the learning from Serious Case Reviews
5. Annex A to the Operation Teak Report lists six individual actions. These range from the tactical management of issues relating to an individual family to the development of a learning programme in respect of vulnerability and risk.

Issues

6. Actions from Operation Teak currently exist as a stand alone action plan, regularly updated by Miss Sarah Simms, ACPO/HMIC Liaison Officer in Corporate Development.

7. The actions have been reviewed and although some lack an opportunity for closure or exit in each outstanding element the Force is confident that issues are now embedded as follows:-

8. **Action 1**

Regular updates required regarding evictions or convictions/CRASBO for the Symmonds family.

Position

The action plan contains a number of updates that demonstrate a sustained level of Policing activity, including problem solving and partnership work undertaken in Barwell and specifically towards anti-social behaviour. This action does not have an obvious end point but issues of ASB in Barwell are now firmly embedded in the psyche of the Neighbourhood Team and LPU and this routine management should now properly return to the Governance of the BCU.

9. **Action 2**

Review of Hate Crime Policy and Proceedings regarding disability, vulnerability including mental health.

Position

Significant work has been undertaken in this area leading to the establishment of the Safeguarding Board. The Force and key local authority partners are committed towards the development of capacity and capability of this area including:-

- a clear definition of vulnerability
- consistency of intelligence gathering and recording
- the role of specialist BCU based vulnerable adults Officers
- consistency of information sharing and referrals to partners
- agreement with partners around referral thresholds.

This establishes significant governance and the Action can now be closed.

10. **Action 3**

To look at call handling software (Contact Resolution Manager).

Resolution

It is recognised that the current Vantage Command & Control System has some limitations in respect of the identification of repeat victims, locations and incidents.

The Force has now agreed a project to move to the Steria Storm Command & Control platform in 2011. This system will offer us significant additional functionality in these areas.

As an interim solution business processes been re-designed within current systems to monitor repeat calls and vulnerability.

New incident codes have been developed to help identify vulnerable victims and all anti-social behaviour calls are subject of a repeat victim check, the results of which are notified to officers in attendance.

This set of measures effectively resolves this Action and the Action can now be closed.

11. **Action 4**

To look at IT systems for ASB (Case Management System).

Position

Following a successful trial, the Force has recently extended the use of our current crime information system (CIS) to record all incidents of anti-social behaviour.

It is recognised that the use of CIS creates data sharing issues with partners and we have identified a potential to move to a new ASB management platform (Sentinel) after the introduction of Steria Storm. This is now part of a major IT change programme with the identification of anti-social behaviour, repeat victims and data sharing as the fundamental issues at stake.

This Action can now be closed.

12. **Action 5**

Collaboration work on the design of a new ability and risk programme with De Montfort University (foundation pack).

13. **Action 6**

Identification of an IAG for Learning and Development particularly focusing on protecting vulnerable people.

14. **Resolution (Actions 5 & 6)**

Recruiting is currently suspended and it is unlikely that any new student officers or PCSOs will be recruited before summer 2010. The Learning and Development Department is actively working on the design of a validated package for Chief Officer consideration by the end of June 2010. A working IAG Team has been established with De Montfort University consisting of former practitioners from Social Work, (Adult and Young Persons Care) Youth Work and Health.

This work is embedded in the design of the new foundation process and can be closed.

Conclusion

15. The action plan was rightly established as the response to organisational failings identified as part of Operation Teak. The Force believes it is now in a position to close this Action Plan on the basis of Actions completed and work underway as part of mainstream development, however, the majority of actions in the plan do not follow smart principles and potentially have worked against its resolution and closure. This is an issue which will be taken forward by Chief Superintendent Feavyour as Head of Corporate Development.

Recommendations

16. The Authority is recommended to:

- i. Note the work that has been undertaken which will now form part of mainstream business or be taken forward as part of the strategic development of the Force.
- ii. Agree to close the Operation Team Action Plan.

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