

SERVICE IMPROVEMENT REVIEW OF PROTECTING VULNERABLE PERSONS

Update for Service Improvement Committee 10th April, 2008

Over-arching Aim:-To enable Gwent Police to deliver an effective and efficient protective service to the most vulnerable people in our Community

Blue - Delivered (D)

Black - Outstanding (O)

Red – not accepted/actioned

Green - Latest Update

No:	Issue	Recommendation	Expected Outcome	Lead Person & Timescale	Status Report (To include details of monitoring & review)
3	Strategic and operational responsibility for POVA lies outside current Public Protection arrangements.	That responsibility for the POVA at both Strategic and Operational levels pass to PPU's. Initially an estimate must be made of staff required, or this can be a phased approach.	Improved standard of recording and investigation & monitoring, together with compliance with all Wales arrangements.	D/Supt PPU July 08	<p>Strategic responsibility has passed to HQ CID.</p> <p>Current capacity prevents Divisional PPU Detective Inspectors being given responsibility for the oversight of POVA investigations. Operational oversight, including investigation allocation will pass to PPU's on full implementation of this review, following a full assessment of the required level of resources. In the interim, Divisional Commanders have been asked to maintain the 'status quo', with a Divisional Detective Inspector remaining as operational 'lead'.</p> <p>Data collection, to inform resource allocation, remains ongoing.</p>

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7	An absence of clarity exists in connection with responsibilities relating to duty to safeguard & promote the welfare of children.	That the Force examines all obligations and responsibilities under the Children Act 2004, and clarifies where Strategic responsibility for different elements lies.	Identify and allocate as appropriate specific responsibilities.	D/Supt PPU Mar 08 Extension of timescale requested to end of June 2008.	Chief Inspector Fitzpatrick, Community Safety, is currently writing a Strategy for the Force. The first meeting regarding this strategy has taken place. New date for completion of strategy yet to be agreed.
8	The Force has not developed and documented an overarching Public Protection Strategy.	That the Force formulates as part of Force Crime Strategy incorporating minimum standards a Public Protection Strategy setting out the Force's Strategic priorities for Public Protection. The Public Protection Strategy should then feed into Force Plans and established as a priority.	Identification and publication of the strategic approach to Public Protection priorities.	T/Det. Supt HQ. Apr 08 Extension of timescale requested to June 2008.	Work on Crime Strategy (Public Protection) in progress. Public Protection does now form part of the Control Strategy. Agreement has been reached with ACPO that the strategy will replace individual policies for each discipline within PPU. Extension of timescale requested to June 2008 to complete once support in place.
9	An absence of clear	POVA Policy and Procedures be revised to	Publication of	D/Chief Insp	POVA Policies and Procedures being

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	operational guidance.	ensure that the content aligns itself to the Police operational arena.	operational requirements and minimum standards of investigation.	PPU HQ - Apr 08 Extension of timescale requested to June 2008.	reviewed locally and on All Wales basis. This work is still ongoing, extension of timescale requested to await local and All Wales work.
10	To ensure continuity of service	That the Force ensures that all-current budgetary provision relating to Public Protection work is invested in the Public Protection arena.	Continuation of current levels of resource.	ACC July 08	Ongoing. This will be completed when the Force moves to a centralised structure.
11	Release of officers to investigative duties.	That the Force make provision for the appointment of appropriately skilled Police Staff tasked with preparation and presentation of reports for and to CP Conferences and Review Conferences.	Effective use of available resources.	D/Ch.Insp PPU July 08	Timescale to be confirmed following detailed analysis of workloads. Data collection continuing.
12	Lack of understanding amongst operational officers of the rationale behind the risk assessment process.	A series of road shows take place across the Force re-launching the rationale behind the DV-1.	Improvement in quality of risk assessment data collection.	D/Insp PPU HQ March 08	Programme of road shows complete - rolling programme has included sudden and unexpected death of an infant (SUDI) and Child Protection.
13	Administrative problems encountered	That the Force introduces electronic capture, via mobile data technology, of the	Reduction in bureaucracy and	D/Insp HQ PPU	To be incorporated into Mobile Data Project.

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	in the collection of risk assessment data.	information required to support the DV-1 process.	improvement in resource time.	Mar 09	User Requirement being drafted.
14	An inability to analyse collected data.	That the Force develops a 'fit for purpose' database for the storage, retrieval and analysis of DV data.	Improved analysis of intelligence	D/Ch.Insp PPU Mar 09	To be developed in line with 13 above User Requirement being drafted.
15	Paper based administrative process involved in creating referral to partner agencies, arising from Domestic Violence risk assessments.	That the format in which the DV-1 data is collected is amended to enable direct Referral of identified CP and/or Vulnerable Adult issues to partner agencies.	Reduction in bureaucracy.	D/Insp PPU Mar 09	To be developed in line with 13 above User Requirement being drafted.
16	Release of officers to investigative duties.	That the Force moves to a position where DV Risk Assessments are researched and completed by suitably trained members of Police Staff.	Effective use of available resources.	D/Ch.Insp PPU Mar 09	Timescale to be confirmed following detailed analysis of workloads. Data collection ongoing.
17	Missing person reports are paper based.	That, following implementation of a computerised Missing Person Database, provision is made for direct inputting and submission of required information via mobile data and desktop computer.	Reduction in bureaucracy and improvement in timeliness of recording.	D/Ch.Insp PPU Mar 09	Database has been procured, but has not yet been installed.

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18	Identifying, where appropriate persons reported missing who are recorded in Public Protection databases	Processes are put into place to ensure electronic cross-referencing of Missing Person Reports with Public Protection Databases.	Early identification of persons reported missing who feature on Public Protection databases.	D/Ch.Insp PPU Mar 09	Dependant on implementation of computerised Missing Person database. See No. 17 above.
19	Public Protection role descriptions do not exist for some posts and in others require revision.	That Role Descriptions and Person Specifications for each function within the Force and Divisional PPU are reviewed and amended, as appropriate. In addition, Role Descriptions and Person Specifications should be written for those posts where one does not currently exist.	Clarity of roles and identification of responsibilities.	D/Ch.Insp PPU Feb 08 Extension of timescale requested to May 2008	The Review managers post job description has been written, evaluated and is now advertised. The DI PPU HQ job description has been updated and advertised. Once in post the DI PPU HQ will revisit and revise the outstanding job descriptions.
20	Absence of Pan-Gwent structured approach to training requirements.	That a co-ordinated approach to training be undertaken for all posts within the PPU. Training requirements for all posts should be identified agreed and documented, with the results communicated to the Head of Training. Adequate provision should be made within the Training Budget for courses and seminars relating to the work of PPU staff.	Enhanced co-ordination of appropriate training.	D/Insp PPU Apr 08	Delivered. Agreement reached at the PPU Steering group that all training bids for PPU will be co-ordinated by the centre and re-allocated if necessary.
21	Identified gaps in staff	That training delivered to Officers and	Full utilisation of	HQ D/Insp	To be progressed through Guardian

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	knowledge of Guardian functions.	Police Staff in connection with Guardian 2, be re-evaluated to take account of amendments and proposed amendments, where gaps are identified, all users should receive appropriate further training.	Guardian capability	PPU Apr 08 Extension of timescale requested to July 2008	User Group. This relates to Recommendation 29 (revision of Guardian Business Rules). On completion of Recommendation 29, Guardian 2 training will be revised and delivered. Still awaiting the re-write of the business rules.
22	Absence of staff risk assessment in connection with visits to RSO's	That the Force implements the Risk Assessment document aimed at ensuring that appropriate and sufficient resources are deployed when visits are being made to Sex Offenders. All initial home visits should have a documented pre-visit Risk Assessment for the purposes of safety of staff. Once established the Risk Assessment should be reviewed and amended to reflect any identified change to the risk features.	Improve officer safety	D/Insp Sex Offender Management HQ - 1 st April 08. Extension of timescale requested to May 2008	Risk Assessment document has been written in draft form and is currently subject to consultation. Consultation process still taking place. Extension requested until May 2008
23	Absence of Pan Gwent co-ordination of PPU	That a co-ordinated approach be taken across the Force to rostering of PPU staff,	Maximise use of available	D/Ch.Insp PPU	This recommendation cannot be implemented until centralisation of

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	staff duties arrangements.	with a view to providing effective day cover, and Forcewide availability of skilled staff for evening and weekend support to Divisions.	resources.	July 08	Public Protection resources has been completed.
24	Absence of agreed arrangements for the temporary redeployment of Public Protection Staff	That an Abstraction Policy be developed for Public Protection Officers, which will apply Forcewide.	Ensure continuity of service delivery.	D/Insp PPU July 08	Dependent upon the implementation of Recommendation 23.
25	Absence of focussed intrusive first line supervision.	The Force moves to a position, where there is dedicated supervision at Sgt. level for each aspect of PPU work.	Consistent application of supervisory arrangements.	D/Supt PPU July 08	This recommendation cannot be implemented until centralisation of Public Protection resources has been completed.
26	Inconsistent approach to award of SPP	That, in view of the demanding nature of their work, strong consideration should be given to awarding the SPP to Police Officers working within the PPU environment, to reflect the responsibility of their role and to assist in the recruitment and retention of staff.	Acknowledge and appropriately reward the responsibilities accepted by Public Protection Officers.	ACC Nov 08	Following consideration of the 2008 SPP Scheme by COM, it was decided that the scheme would remain unchanged.
27	Absence of career structure and development	Those career opportunities within PVP work are clearly defined in terms of Tenure and exposure, and are integrated within the	Identify and develop career paths, within the	D/Ch.Supt Wise Oct 08	Development of career path still under consideration.

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	programme within the Public Protection arena.	D/Con Development Programme.	Public Protection arena.		
29	Absence of sufficient information relating to POVA within Guardian of Operating rules.	That the Guardian Business Rules (Public Protection) are reviewed and, where appropriate, revised to ensure they satisfactorily provide for detailed recording of all Public Protection issues.	Ensure clarity of understanding of appropriate information to be recorded	HQ D/Insp PPU Mar 08 Extension of timescale requested to July 2008	Revision of Guardian Business Rules is in progress.
30	Inconsistent content of PP Intranet sites.	That, in order to ensure a consistent and corporate approach:- Responsibility for the Public Protection Intranet Site rest with a nominated post holder; The existing sites are replaced with one site presenting Public Protection information on a Pan-Gwent basis.	Enhancement to content of site and greater use by staff.	D/Insp HQ PPU July 08	Guardian 2 (Public Protection) Administrator identified, as responsible for development of website. Work is ongoing, however Pan-Gwent site not achievable until centralisation of entire PPU function.
31	Under utilisation of technology, in particular the time saving benefits of	That the Force considers how to better utilise current technology.	More effective use of resources.	D/Ch.Insp PPU - Apr 08 Extension of	User Requirements relating to video conferencing being drafted. This is an ongoing issue that is yet to

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	Video Conferencing.			timescale requested to end of July 08.	be fully scoped. Request extension of timescales to the end of July 08 to resolve.
32	Absence of secure communication links with partner agencies.	That the Force looks to make full use of secure e-mail transmission within PPU.	Improve speed and security of information sharing process.	D/Ch.Insp PPU Apr 08 Extension of timescale requested to end of July 08.	Initial discussions with partner agencies have yet to take place. Request extension of timescales to the end of July 08 to resolve.
33	Appropriate location of Impact Nominal Index Section.	That the Force looks at ways of transferring the function and related resources of the Impact Nominal Index Section to the HQ Public Protection Unit.	Integration of all Public Protection related functions.	D/Ch.Insp PPU Apr 08 Extension of timescale requested to end of July 2008.	Consideration of related resources ongoing. However, this cannot happen in isolation of the 2011 'Staying Ahead' Project.
35	Absence of processes from which performance and service delivery can be monitored on a pan	That the Force should formulate an effective Performance Management Framework, in order to monitor the functions and effectiveness of the PPU's. The Framework should include qualitative,	Dynamic review of service delivery. Integration of Public Protection	D/Ch.Insp PPU & Audit and Review Officer Apr 08	An interim checklist has been sent to BCU Commanders covering greatest areas of risk, pending the provision of additional strategic capacity at the centre.

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	Gwent basis.	as well as quantitative data on issues, and feed into partnership Business Plans. Where, appropriate, targets can then be set for improvement.	issues into planning cycles.	Extension of timescale requested to May 2008	Review manager post currently advertised. Interim checklist being completed and D/Supt PPU accompanying DCC on next round of performance visits.
36	Inconsistency in arrangements for partnership working.	That the strategic lead for Public Protection reviews all multi-agency commitments with the objective of ensuring a consistent level of appropriate attendance with established resilience at multi-agency groups and related sub-groups.	Consistent and appropriate approach to all legislative requirements.	D/Supt July 08	The newly appointed T/Detective Superintendent and Detective Chief Inspector HQ PPU are now responsible for attending LSCB's. Attendance reviewed and agreed at the PPU Steering Group
37	Absence of unambiguous chain of command, identified areas of responsibility and central support functions.	That the Force should reconfigure its response to Protecting Vulnerable Persons by creating a centrally-based Public Protection Directorate, headed by a D/Supt, incorporating bespoke Units for each area of PVP work, with the provision of a	Clearly established connection between strategic oversight and service delivery.	D/Supt July 08	Full implementation plan to be drafted by April 08. This recommendation will not be fully implemented until the 'Staying Ahead-2011' Project is completed.

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		Central Support Unit. The Directorate will assume responsibility for all aspects of Public Protection.			

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