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To: Surrey Police & Crime Commissioner

Date: 15th March 2016

By: Chief Superintendent Charlie Doyle

Title: Policing In Your Neighbourhood – progress update

Purpose of Report/Issue:

The purpose of this paper is to provide an update to the Surrey Police & Crime Commissioner on the implementation of the 'Policing in Your Neighbourhood' (PIYN) project.

Introduction/Background:

The PIYN project was endorsed by the Extended Chief Officer Group, ratified by the Strategic Change Board and agreed by the Police and Crime Commissioner in October 2015. Since then detailed planning and activity has been completed in preparation for implementation on 3rd April 2016.

1 Overview

- 1.1. The PIYN project remains on target. Key milestones have been met and the project is within budget. Initial savings projections will be met.
- 1.2. A subsequent request to increase sergeant numbers from base budget has been approved by Chief Officers.
- 1.3. Governance is provided through the monthly PIYN Governance Board, chaired by T/DCC Stephens. This is supported by a fortnightly Project Board, chaired by Chief Supt Doyle. Progress is routinely reported to Extended Chief Officer Group in addition to regular highlight reports to the PIYN Governance Board.
- 1.4. The PIYN project plan is reviewed at the Project Board, with business leads and task owners providing progress updates as determined by the timeline.

2. Headline activity in this period

2.1 Human Resources & Finance

- 2.1.1 Officers' skills-training continues.

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- 2.1.2 Formal consultation has been completed for staff and notice given to those exiting the organisation.
- 2.1.3 The central exceptions posting panel took place on 12th January and officers were notified of their postings on the 20th January. This panel followed a Divisional review of officer preferences and initial posting process. As a consequence the majority of officers are posted to their preferred role.
- 2.1.4 Flexible working applications are currently being reviewed. Decisions on each application will be made as soon as possible and no later than end of February to provide sufficient notice to individuals.
- 2.1.5 Force Code Schema has been updated to facilitate officer / staff postings; people solutions; payroll etc. Duty rota patterns will be published shortly.
- 2.1.6 Vacancy recruitment, in particular Occurrence Management Unit (OMU) and Investigative Coach roles, continues.
- 2.1.7 Enhanced powers (essential and desirable) for PCSOs were agreed at COG on 26th January.

2.2 Operations

- 2.2.1 The interim Occurrence Management Unit is now in operation.
- 2.2.2 The Demand Reduction Team, enhancing capability and capacity for demand management in the contact centre, will commence shortly.
- 2.2.3 Scenario testing has been completed using data analysis (capacity assessment) utilising real time ICAD data; workforce preparedness (capability assessment) applying real time survey activity using a tailored Q&A to test operational readiness.
- 2.2.4 Policy and procedures are currently under review to align them to the new operating model and address any required changes.
- 2.2.5 A gap analysis has been undertaken with the divisional implementation leads. Identified issues are being progressed.
- 2.2.6 Performance products are being finalised to reflect the new structure and operating requirements.

2.3 Estates & Information Communications Technology (ICT)

- 2.3.1 The estate reconfiguration for the OMU has commenced at Headquarters.
- 2.3.2 Feasibility study has been completed for the divisional estate requirements and a timeline is in place for key changes to be completed by go-live. This includes ICT information technology requirements.

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2.3.3 Initial activity has commenced.

2.3.4 Non-essential residual works are scheduled to be completed by Sept 2016.

2.3.5 Airwave call-signs have been reconfigured and network capacity confirmed.

2.3.6 Mobile Data terminals and training continue roll-out.

2.4 Fleet

2.4.1 Fleet numbers have been agreed.

2.4.2 Vehicle replacement and preparation continues.

2.4.3 Additional vehicle equipment has been purchased as required

2.5 Communications

2.5.1 Stakeholder briefings have been conducted. A further session is scheduled with healthcare professionals.

2.5.2 The 'Policing Matters' campaign launched on 1st February. The campaign is aimed primarily towards the public and seeks to increase their awareness of policing demand and advice on when to contact the police.

3. Implementation

3.1 PIYN implementation will be run as a policing operation with a command structure of Gold, Silver and Bronze commanders. The operational order and supporting appendices are being drafted.

3.2 A number of functional bronzes will also be available to provide specialist support during the first three days of PIYN; Fleet, Force Control Room, NICHE, Duties and Resources, ICT and Estates.

4. Risks & Issues

4.1 A detailed Risks and Issues log has been maintained during the project. Areas that are currently assessed as 'High' are shown below. Work continues to manage/mitigate these.

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Risks:

Description	Rating	Proximity	Current Position
Vacancy Rate	High	Short	Workforce Planning are progressing contingency through enhanced probationer throughput.
Maintaining effective performance following move to the new model.	High	Short	Whilst there is no indication that performance will deteriorate through transition this remains a possibility as officers and staff acclimatise to new roles and ways of working.
SIU will be under resourced at go-live, particularly on North division.	High	Short	DCS Paul Furnell is undertaking an SIU review, still awaiting results. In the interim T / Chief Supt Westerman has added temporary extra resources on North Division.

Issues:

Description	Impact	Current Position
Indications are that divisions are running above average abstraction/ sickness absence rates. Failure to reduce this will result in fewer than projected officers being available for deployment at go live. Urgent action is required to reduce abstractions/ sickness absence.	High	05/01/16 Feedback from Divisions is that this is being managed through business as usual resourcing and Sickness Management Groups. C/Supt Doyle has spoken with all Div Commanders re plans.

Recommendation:

The Surrey Police & Crime Commissioner is asked to note the report.

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