

Recommendations on protecting vulnerable people framework

PROTECTING VULNERABLE PEOPLE OVERVIEW

2007 Grade: Fair

RECOMMENDATION 1 - That the force ensures greater accountability for basic operational command unit (BOCU) commanders and senior management teams across the span of public protection activity and raises the priority level of protecting vulnerable people (PVP)/public protection matters at BOCU level, e.g., by introducing daily risk assessment procedures specific to public protection and PVP; setting minimum staffing levels (in terms of both capability and capacity) commensurate with demand/workloads; and setting minimum supervision and staff workload management requirements as well as corporately imposed quality assessment processes for application locally.

RECOMMENDATION 2 - That the force develops a corporate performance management framework to encompass the range of activities that comprise the protecting vulnerable victims and public protection business areas (i.e., child abuse, hate crime investigations, Sapphire, multi-agency public protection arrangements and missing persons enquiries), benchmarking key performance activities against a suite of headline measures (combining quantitative with qualitative) to facilitate consistent assessment and comparison.

RECOMMENDATION 3 - That the force develops a qualitative inspection and review process applicable at local level that creates a rigorous focus on improving the quality of operational risk assessment and primary investigations, supported by consistent follow up and correction and compliance processes. The emphasis should be on developing more effective front-line supervision at sergeant and inspector levels.

RECOMMENDATION 4 - That the force develops a proactive public protection focus at local level, whereby the risk posed by or towards individuals is identified and acted upon through research, analysis via daily management meetings and tasking and co-ordination processes.

PUBLIC PROTECTION

2007 Grade: Fair

RECOMMENDATION 1 - That the force works to develop a greater and more specialist intelligence capability for managing public protection matters at local level. Basic operational command units' basic intelligence units are not generally configured to process Jigsaw intelligence, leading to missed opportunities for the capture and dissemination of intelligence and to inconsistent and poorly serviced tasking and co-ordination operations.

DOMESTIC VIOLENCE

2007 Grade: Fair

RECOMMENDATION 1 - That the force develops a corporate resourcing template for community safety units that provides guidance for basic operational command units as to the minimum requirements for staffing such functions in a manner that is commensurate with demand and efficiency, creating resilience, capacity and capability and thereby improving service to victims as well as ensuring that staff have manageable workloads.

MISSING PERSONS**2007 Grade: Fair**

RECOMMENDATION 1 - That the force raises awareness among operational staff of the links between persistent missing persons cases and child protection/child abuse issues, emphasising the importance of effective initial risk assessment and investigation.

RECOMMENDATION 2 That the force develops and increases problem-solving activity in relation to persistent missing persons cases through the development of specialist Compass units resourced by skilled staff; increasing the engagement of Safer Neighbourhood teams and the generation of intelligence and products such as problem profiles.

CHILD ABUSE INVESTIGATION**2007 Grade: Good**

RECOMMENDATION 1 - That the force works to improve liaison and information exchange processes between the centralised child abuse investigation teams and other elements of the protecting vulnerable people and public protection business areas that are located at basic operational command unit level, ensuring that there is greater integration between the functions, maximising the development of intelligence and proactive opportunities...