



POLICE AND CRIME COMMISSIONER FOR BEDFORDSHIRE

STRATEGIC BOARD MINUTES

Recorded November 27th 2018

Confirmed with	Kathryn Holloway, Police and Crime Commissioner (KH) <i>Chair</i>
	Jon Boutcher, Chief Constable (JB)
	Garry Forsyth, Deputy Chief Constable (GF)
	Phil Wells, Assistant Chief Officer (PW)
	Clare Kelly, Chief Executive, OPCC (CK)
	Gavin Hughes-Rowland, Staff Officer to the Chief Constable (GHR)
	Ashton Miranda, Staff officer to the Deputy Chief Constable (AM)
	Katie Beaumont, Compliance Officer, OPCC (KB)
	Jackie Sebire, Assistant Chief Constable (JS)
	Zara Brown, Staff Officer (ZB)

<p>Welcome Minutes of previous meeting for agreement and matters arising</p> <p>KH welcomed all to the meeting. Informed the Strategic Board that she would be changing the agenda slightly in the order in which she would like to discuss things, with addressing AOB as soon as the minutes from the last strategic board were agreed.</p> <p>KH made one amendment to the previous minutes and changes have been completed to 'of a legal nature'.</p>
<p>9. AOB (Change in Order)</p> <p>KH stated:</p> <p><u>Special Grant</u> To place on public record the process to the successful grant from my December 22nd call to N Hurd and February 28th robust meeting with him. We are working alongside to try identifying bids for submission. Discussions were had across the board regarding bids relating to the 1% threshold, KH explained that she is aware a bid has been submitted from a neighbouring force and she would very much like to know the outcome of said bid, as then Bedfordshire can review the process and submission of Bids not relating to the 1%.</p> <p>Discussions with regards to the Special Grant Claim were had across the board regarding bids and KH explained that she is aware a bid has been submitted from a neighbouring force</p>

whereby she felt that the normal 1% of Net Budget threshold was being overlooked and that she would very much like to know the outcome of said bid, as then Bedfordshire can review the process and submission of future Bids which may not meet the 1% threshold.

KH stated that she is in discussions with MPs/Councils regarding raising the precept with no need for a referendum – to do this once as the results would make a real difference for the Force. Increasing to £10 a year could bring in an additional 18 million for policing. KH stated that she would send letters out to all involved parties asking for them to write to the Chancellor in support. KH stated that she would run a survey to the public regarding the increase in £10 and publicise it county wide.

JB stated that we need to wait until we know in December of the figures – it seems promising from the wider lobbying across country.

KH asked questions to PW regarding recruitment and definitive figures which now can be accomplished within the financial year.

PW stated The recruitment of 120-130 officers would have got us into a position whereby our actual number of police officers matched our budgeted establishment of 1,164. Pending the outcome of the special grant claim, one of the options we would have had to consider to reduce the overspend in 2018/19 was whether we could afford to actually run with the final two intakes in this financial year, which would have meant that we would have brought in 32 less officers than we expected to and would have been under strength at the end of the year by these 32 officers.

With us getting the special grant claim, which obviously offsets our overspend, we are able to continue with these intakes and therefore achieve our ambition of bringing police officer strength in line with budgeted establishment (which includes the extra 40 officers your increase in council tax for 18/19 allowed us to do).

So bottom line, without the special grant we may not have been able to bring in all of the officers that you provided the budget for, by increasing the council tax at the start of the year, however, with the special grant we can now indeed achieve that.

In terms of sustaining that moving forward, this will be dependent on the outcome of PBB and also the finance settlement itself.

KH explained that she is aware of a number of other bids which have been submitted, such as the Conservative Bid – Matthew Scott in Kent has submitted. JB stated he is aware of issues which are faced by Kent – JB asked PW if he could find out which are the transparency commitments to what they have to publish. PW stated he would look into this.

ACTION: PW to review transparency commitments relating to above.

Community meetings

KH requested that the community meetings must be attended, as agreed, by at least Chief

Superintendent to pick up and action work around intelligence and make appropriate service recovery decisions eg Biggleswade meeting. Specifics regarding previous public surgeries will be reviewed JS at the attendance of said surgery's and action taken.

KH raised concerns regarding Shefford and the feedback given during the Shefford surgery, regarding the assault by 5-8, 13-15 year olds at the back of Morrison's, threats in the street and the need to act regarding Morrison's dimly lit back area.

Discussions were had regarding CCTV from Central Beds, which KH will discuss with the CSP Exec next week and with the new owner of the Conservative Association office where they're gathering especially during darker evenings.

JB requested that the details be passed on to the Exec – Action completed by Samantha Denness (29.11.2018).

JB explained to KH that he has spoken to Mayor Mackin today and discussed the concerns in Shefford and JB assured KH that he will be assigning the local policing team to review the issues in full and make contact. JB explained that he will ensure that an officer is assigned to all public surgeries/meetings; however this cannot be confirmed that a high ranking officer will attend all. However he make sure that someone is allocated to attend those meetings so they are not going to be called away throughout the allocated time given for those meetings. JB stated that he would like Mr Boyle to link with CK regarding this.

ACTION: CK to liaise with Mr Boyle regarding above.

KH discussed with the board S106 applications and the loss of revenue earning opportunities, she stated that she would be raising this with the Local Authorities to be able to work in a collaborative approach and for the Force to be notified an application is submitted for 10 houses or above. So this can be reviewed on a case by case basis and attempt to get additional funds. KH stated that the OPCC will be reviewing this in full and finding out costs etc and will be feeding this back to Exec.

ACTION: CK to feedback findings to the Exec when this work has been completed.

PW stated that he is aware of working being completed by TVP in Essex which have focussed on S106. He has had a conversation with Lorraine Chown from Estates and discussed the S106 applications and funds received. PW is currently in the process of working out of cost of those discussions, perhaps leading to the ability to pay for buildings etc within Bedfordshire. PW to brief PCC and then the PCC will write to LA regarding this. PCC stated that the size of Bedfordshire is increasing due to building work continuing throughout.

ACTION: PW to brief PCC for further actions to be completed.

JB stated that we are the 4th largest growing County – JB stated that Steve Watson from South Yorkshire who is the National Lead for this is currently reviewing Bedfordshire Force and what they are doing. JB stated he would chase this and then feedback to PCC/CK.

ACTION: JB to chase above and feedback to PCC and CK.

KH stated that Croudace have reported that the new homes (Orchard/Meppershall) which are being built have been vandalised, graffiti on/ houses are being damaged – CK stated this has been sent to Pete Knowles to review. KH wanted to make the Exec aware. KH stated that CCTV/Mobile CCTV will discuss with the CSP for a local solution.

Watches

KH stated that she has serious concerns regarding the watches and wishes for the Force to rectify. At last night's meeting at Shefford it was raised that applications have been sent through regarding the watches, 6 months ago and still no contact has been made to the individuals trying to apply, so KH is assuming no additional individuals have been appointed. KH is aware this is due to long term sickness, however wishes for this to be rectified, as current volunteers are threatening to leave the watches.

JB stated that this is not a good story, he is aware of above and he is currently looking at the next steps and sickness stages. The watches have now been moved to Citizens in Policing and has received correspondence stating they have concerns. JB also stated that there is a generic email address which should be monitored regarding the watches and he is aware that this has not been monitored. However JB assures the Commissioner that this has now been looked at by Jeff Carter and an email of apology has been sent out to all individuals involved with the watches.

ACTION: JB to update KH/CK when meeting has taken place with Jeff Carter.

PBB/Communication Review

KH stated that she is sighted on the PBB review and has met with the individuals and have invested significant time with informing them of my requirements. KH stated that we must have a joint strategic lead/head of press office for OPCC and Force. Specifics surrounding this are currently confidential however KH stated the individual needs to drive professionalism within the Comms Team, ensure that failures to join up between Force and OPCC do not happen, luckily the Force and OPCC have very similar messages – a single oversight is to be achieved.

KH stated that the police press office has failed entirely to break out of a pattern of providing a summary with only Force quotes which require news organisations to work on these to turn them into stories. They don't have the staff for this, so many wins are squandered. My press releases twice a week generally have a photo, all quotes from partners as well as me and the Force and are written as proper stories which are almost always used in full. This approach needs to be adopted by the Force Comms Team.

GF stated that it is important that the product is consistent and understands that there has been frustration surrounding Strategy and effective performance.

Outstanding Actions from Previous Meeting

Actions outstanding for the DCC – GF stated that he is unable to update regarding progress further to comments already on the action log as meetings continue to be cancelled with Chief Execs and Crest etc. DCC stated that Crest has been waiting since February. The biggest frustration surrounding this is trying to get all 3 LA's together. It is being treated as not a priority and it is now becoming a blocker for Strategic Board. KH stated that she will write to all involved as a result of this discussion.

ACTION: KH to write to all involved.

DCC stated that he has received correspondence regarding support to be given regarding travellers within the County. However the support is due to be given at the End of next summer – which isn't appropriate. KH requested DCC to meet with her outside this meeting, to get the whole picture and then she will contact LA's.

ACTION: GF to meet with KH and discuss to action further correspondence going out.

KH stated that she would stagger correspondence going out to LAs urging them to write to the Chancellor and then next week additional correspondence to be sent out regarding Strategic blocking such as cancelling meetings and strategic mapping.

KH stated that PCP has conducted a survey, however the survey has not yet been received.

GF stated before the last elections crime did not appear on the radar and it is now the number one concern. The three prior elections policing did not feature on the IPSOS Mori at all. Historically at previous elections there haven't been any concerns surrounding policing, as the focus has normally been on the economy, however with the recent elections policing has very much been on the agenda, with prominent concern surrounding policing.

Since 2010 we have had to save 34.7 Million which we have done and at the same time with taking that money out of the equation we have an increasing focus on certain areas of business, some of which have been the right thing to do for the public and some have been strategically directed and driven by the Inspectorate and the Government. The Force is much better in focussing on Vulnerability. At one side we are good at working with vulnerable persons, identifying them and dealing with issues and concerns and at the other end we are more efficient with dealing with Serious Organised Crime and criminals, which we do very well. Then we have the middle, which due to focus service has decreased, which effects the vast majority of the public who utilise the police on the rare occasion, these are the people that infrequently call the police to report ASB, Criminal Damage, Theft from a motor vehicle. This is where the complaints can be received as these individuals are trying to call the police and they can't always get through immediately, it can take a long time, and more often than not we will not send anyone to deal with the request as the demand is somewhere else – the middle is very stretched.

The focus of policing is to reduce harm to the Vulnerable and stop serious organised crime,

so this leads to the middle feeling that the Force does not care and that the Force is inaccessible. This is a description for UK Policing not just Bedfordshire.

Austerity Reductions were discussed and specifics surrounding theft from motor vehicle and the Force delivering a great service against that, claims of a reduced service. Leading to fear of crime which is a national issue.

JB stated that he wishes for the good news stories to be discussed at Strategic Board, he wants positivity such as the Special Grant of 4.6 Million being awarded, this is pretty unique and he wants to thank the OPCC, PW, Hannah for the work that has been completed. JB stated that it is incredibly important and impressive that we have been awarded this. JB stated that the effort has been from solely us. JB stated we have recovered a lot of ground from where we were, if we look at the Force and what we are doing, it is a true story of the Force.

KH stated we need to ensure we keep up the fight for a sustainable future for Bedfordshire Police.

JS stated that she wanted to make KH aware that she has been called to the Home Affairs Select Committee to give evidence and discuss 'County lines' and 'Barriers to Policing' next Tuesday (4th December 2018). All Chief Execs have been put on notice. There will be discussions regarding the duty to cooperate and advising the Home Office. The Home office is desperate to land the legislation. KH stated that she would add this aspect into her letter 'Duty to Cooperate'.

KH stated that the reason why she held the Serious Violence Event at the Luton Hoo, was to bring partners together and to encourage all to work together, to not enable blocking. This exact point was made. Discussions were had throughout the board that there is current legislation which states there is a 'Duty to Cooperate' in the Crime and Disorder Act.

GF stated that this is the first time the Director General involved in Direction and Tasking regarding County lines, involving the National Ballistics Intelligence Service. KH requested to meet with GF out of this meeting to discuss.

ACTION: KH to meet with GF to discuss above.

GHR stated that HMICFRS have just released a report regarding Mental Health Provision and GHR stated that this highlights the other demands which are being completed by the Force. The Police have developed a position as the automatic fall back to look after individuals in Mental Health crisis, which has led to additional demand on the Force as a consequence. Other public bodies have withdrawn services to save money however the demand remains there and this is now being picked up by the Police. GHR wanted the PCC to be aware of this when discussing different aspects today with the LA.

Discussions were had regarding vulnerable and juveniles in custody. JB stated that Corina House is moving forward with custody monitoring and provision. Juveniles in Custody are continuously monitored and they are flagged red when a juvenile is being held in detention.

JB stated that within Luton there are 2 secure beds, however this is the whole county. JB stated that the culture of keeping juveniles in detention needs to be changed – debrief states the Force is not recording things such as Appropriate Adults which results in records not showing everything happening with a juvenile. The board discussed the report which summarised the HMICFRS CP revisit hot debrief - Friday 9th November 2018.

HMIC stated that they had seen long delays in appropriate adults attending children in custody. That only 2 had been timely. One had been in excess of 20 hours.

That there was a lack of detailed entries.

That all Juveniles were to be seen by health care but this was not always evident. That there were a number of occasions where Inspector reviews had been completed in the absence of the appropriate adult and that there was often no record of the young person being informed of the review.

Very few referred to EDT. There seemed to be uncertainty by custody officers regarding the use of secure accommodation. There were 2 instances where it was not considered and the young person was detained unnecessarily.

Positive use of juvenile detention certificate in all cases where required. However the version of the certificate on Athena was basic.

All staff had CPD day every 6 weeks. 50 cases are audited a month. That the evening DMM reviews all Juvenile cases re satisfaction to detain.

JB assured KH this is being reviewed at Exec Level, Chief Inspector Twigg and Detective Chief Superintendent Basra and this topics has been escalated for discussion at Young Persons Board.

JB stated that options are being discussed regarding releasing juveniles to trusted adults (which are known to the juvenile) whilst the investigation is being completed. JB stated that Athena has impacted this, however mechanisms have and are being put into place.

CK stated that the OPCC is running with ACES - Acute Child Experiences – early intervention work which is to commence on December 7th.

CK stated that there were concerns surrounding the Stop and Search data – there was a meeting yesterday and it has been found that the data is not reliable. CK requested who she sends the query to regarding TUSERVE? It was confirmed that this needs to be sent to John Black.

OPCC Updates and or formal requests to the Force

A: Request: Review of call times in the Contact Centre.

CK raised questions surrounding the Force Control Room and data collected and timings.

PCC raised concerns that it has been reported back to her numerous times that there are great delays when calling 101 and an individual actually answering the phone. JB stated that performance couldn't be much better, recent demand mapping has helped which has led to 88% of 999 calls being answered within 10 seconds and 82.7% of 101 calls being answered within 30 seconds.

JB stated that positive comms need to be released surrounding the control room – this needs to be set out and JB stated he knows that there will be occasions where the Force does not meet this, however JB believes the Force is good. JB stated there are obviously spikes in activity. CK stated that this was an action from September however wanted the above to be logged in the minutes of Strategic Board.

KH stated that we need to a piece of work surrounding this for the public domain to promote the FCR. JS stated that open mornings were previously completed with 150 people attending. The event was successful and understanding of the FCR.

ACTION: CK/OPCC need to complete a piece of work/comms surrounding the FCR.

KH stated that the PCP attended the FCR and it was a great tool to show them the reality and evidence the stresses of the FCR. CK stated that she anticipates some questions to be received by the PCP. If there any received and responded to, CK will feedback to Strategic Board.

KH stated that Paul Mackin completed a visit to the FCR and he found it beneficial. KH has requested all councillors to complete a visit to the FCR to truly understand the demand. KH has also encouraged Town Councillors to complete visits to FCR also.

JB did state that councillors are not aware of the bigger picture unless they do come and see it for themselves. GF stated that he protects the 999s as if there was a collision on the M1 this may result in 50 plus calls to the FCR. GF stated this is why we have ensured that our FCR operators are Omni competent.

KH stated that she has explained to individuals through her Public Surgeries that she has been on 3 ride-alongs within the last 6 weeks through Sandy, Biggleswade and Shefford and if you are not involved in criminality then it would be unlikely that members of the public would see an officer, due to officer knowing the specifics around each offender of the specific area.

B: Update: Commissioning Timeline and Direction

CK gave an update to the Strategic Board regarding the prebids which were submitted by the Force for the upcoming Commissioning process. CK stated that she received 17 bids and they were excellent. The process starts on the 11th December 2018 to the 11th January 2019, allowing 4 weeks for the bids to be received by all third parties which are intending to bid and then the PCC and OPCC can consider who will be awarded. A special focus will be made on the Offender Management Unit which is wanted by the PCC. CK stated she would keep the Strategic Board fully updated.

KH stated that last year she awarded money to the Force for Civil orders in relation to individuals that pose a risk of sexual harm to the community. Increase number of foreign convicted sex offenders being placed on the UK Sex Offenders register. Increased number of civil applications for Sexual Harm Prevention Orders and Sexual risk Orders to provide more rigorous conditions for those that are already on the sex offenders register and for the those that are not already on the register and pose a risk of sexual harm to the community; Applications to keep concerning offenders on the sex offenders register; These require the Police to make applications through legal services to place people on the Sex Offenders Register and there is a cost involved in doing so.

This was awarded £20,000 and KH has been made aware that there has been an under spend. KH wants a report and publicise this work.

ACTION: CK to work with project lead for details to be confirmed and details to be passed to the Commissioner to allow publication.

C: ICV Update

CK explained to the Strategic Board that one of the functions of the PCC is to ensure that she runs an Independent Custody Visitor (ICV) scheme which is currently being coordinated by KB. IT has been raised during ICV panel meetings (which are held quarterly) that there isn't much exposure to the ICV work. So CK decided to bring the ICV report to Strategic for awareness to all. CK asked for all to read and if they have any questions to forward to the office. CK stated concerns surrounding Athena have been raised by ICVs.

CC Update

A: Targeted Healthcare

CK stated that this has been added to the Agenda to formally document that the Targeted Healthcare Scheme (Mental Health and Physical Health) has now been passed over to the Force and Occupational Health. PW confirmed that he would be taking the lead on this. PW stated that the ENP contract which is counselling service to all is currently being reviewed due to individuals attending 6 sessions and whether or not you require more, the sessions just stop. So an extension is currently being reviewed to the process which would be alongside ENP and private healthcare.

B: Op Qualis

Discussions were had regarding File Quality and description of the challenges was given. Issues surrounding speed when Kent joined the system, however it has been linked to the contracts (Vodafone). It was explained that the implementation team was currently targeting Custody, due to the increase in time spent in Custody. A survey is being completed to establish where the key issues actually are, to highlight the Hot Spots. The full integration with Tuserve will really help. Issues have been raised that staff do not fully understand the system, so a training piece is being taken forward for all staff. JB stated that these issues are a national issue, not just Bedfordshire. Next steps have been discussed with linking file

quality to PDRs. JB stated that all that can be done, is being completed on this.

C: Chiefs Update

JB raised the Staff Survey which was completed by Durham – Staff Survey 2018 – Topics such as job satisfaction, motivation, mindfulness, influencing change showed the Force to be above average – mostly high. The survey was completed in Feb – April 2018, pre Better4Beds, the survey showed we are a ‘Can Do’ organisation. ZB was tasked with finding the narrative. PCC asked whether or not this has been passed around the Force. Discussions were had, PCC stated that she would like to meet the individual – ZB to arrange.

ACTION: ZB/OPCC to set up meeting.

KH asked whether or not there were any sensitivity surrounding the data as she would like to present the findings to the PCP. Confirmed data not sensitive.

ACTION: KH to present to PCP

KH asked whether or not this survey and its findings have been passed to Matt Parr. JB confirmed that the report will be a part of the HMIC inspection.

Efficiency

A: Governance Demand Matrix

GF explained the document and stated there are practical difficulties when working with the document. There is a model which is discussed through people board, however it is not always completed the way we would like it to be. PW stated that the operating model fits the heat map, to ensure that people are in the right place with moving's and postings. JB stated we are not slaves to this, discretion is given to staff for making difficult decisions of placing staff where they need to be.

GF stated that the Force Management Statement is recognised as ‘best practice’ across the UK. Discussions were had surrounding the Bedfordshire Police Force Management Statement Summary - Understanding policing demand in Bedfordshire.

KH requested information on staffing in the Emerald Team and whether or not it was under staffed and how bad?

JB stated that the numbers are at approximately 580 offences a month and the unit is always playing catch up. He stated that Op Boson was closed down to ensure staff in the area. JB stated they are real pressures day to day which are being managed best we can, new staff are being placed in there. GF stated that 15 local policing resources have been placed into Emerald. Serious offences will be placed with detectives; the less serious will be placed with other staff. GF stated that the Victim Satisfaction which is being received is at 85%.

PCC requested clarification to what is meant by ‘Local Policing’. JB stated that these would

be response officers which are used not community/hub officers. KH stated that she urges caution regarding community policing as it was promised to HMIC that we would have dedicated community officers (local) which would not be moved.

Crime Performance Figures – it was requested that this was put into a different layout. KH raised concerns surrounding the dates and asked JB whether or not the data is reliable? JB stated he cannot confirm data is reliable, he does not know. JB to speak JS regarding the data. GHR stated that it has been confirmed by Pete Wooley that there should be caution around said data however generally speaking it should be ok. GF stated that he can confirm and promise that data will be reliable after Christmas.

ACTION: JB to discuss data with JS and feedback to KH/CK.

B: Priority Based Budgeting Update

KH stated we have discussed this earlier and my team have been present during meetings. Await further details at next Strategic Board.

Effectiveness

A: Missing and Vulnerability update

JB discussed the Performance Board V.3.0 document. JB stated that he would focussing on the control strategy as there has been an increase on vehicle crime.

KH stated that she wishes for CK to link with ZB on the work to move forward surrounding officers getting assaulted when on duty. There has been a decrease with the Ambulance service. JB stated that it is 0.7% per day on assaults.

ACTION: ZB to link with CK regarding above.

JB stated there has been an increase of 34% to officer assaults. JB stated that some officers are embarrassed when contacted after an assault. KH stated that she does not want officers to repeat 'we are ok' – when they may not be. A welfare check to remain – KH wants the culture of welfare checks to remain.

B: Crime performance figures and comparisons

KH raised concerns surrounding Violent Crime with Outstanding Suspects. JB stated that all are triaged. JB stated to reassure the PCC no one is being left out there who is a risk to the public. JS manages this.

KH requested an update from the board regarding the evidence of stalking app – CK explained that the bid was awarded however the preparation was all completed however there were no funds to actually roll it out. CK stated there have been other attempts for others to back the project/App. KH asked for CK to approach companies regarding this as they have a Corporate Social Responsibility.

ACTION: Clare to take App work forward.

Leadership and Culture

A: Chief Constable Complaints

CK presented the CC complaint paper and stated that there was one update which should be noted by the Panel.

CK left Strategic Board.

Spotlight - KH stated that she wished to attend the meetings. GF to send dates to the Commissioner.

JB stated that there could be more CC Complaints being received in connection with Operation Kenova. JB has been in touch with IOPC – Mark Lockwood has been assigned as the suitable person to be appointed if any complaints are received by the PCC.

B: Bi monthly update on Culture including Ethics and Equality

No comments

Reporting against the Police and Crime Plan

See paper – No comments

Quarterly Reporting

A: Finance – overtime detail

KH stated that the overtime spreadsheet (Data measurement) shows that we are using overtime where we should. KH asked regarding the impact on the financial planning. PW stated we always plan for 100% at establishment which reflects that, however we are not at 100% - there has been an underspend. Overtime has stretched this. Discussions were had surrounding the report.

KH requested that for the next Strategic Board she would like to look at the sickness figures from 2016 – 2018. KH wants to be sure of the time off owed (TOIL) to staff also.

ACTION: PW to present sickness figures at Decembers Strategic Board.

GF stated to the board how Brexit could influence the finance. JB asked for Brexit to be added to the Agenda for Strategic Board, for the Force to evidence and reassure the PCC on the Force position and planning regarding Brexit.

ACTION: Brexit to be added to Agenda for Strategic Board.



KH requested to be fully sighted on BRF (Bedfordshire Resilience Forum).

AOB

KH stated that AOB was discussed earlier; however is there any further comment from anyone to add. No comments from the Board.

KH informed JB regarding a Burglary on Kimbolten Road which she would like him to review. Specifics were it is an Indian Restaurant and it has been burgled with the burglars going through a stud wall – they are in there for 1.5 hours. CCTV has captured this and it has not been picked up by the Force for 3 weeks! KH asked whether or not a warning can be given to restaurants around Bedford that this is happening.

GHR aware of this and will take Service Recovery forward.

ZB stated that work is being completed surrounding the capturing of CCTV – for pictures to be sent around the organisation quicker.

ACTION:GHR and ZB to move forward with above incident.