

**Executive Group Meeting of 22<sup>nd</sup> October 2014**  
**held at Police Headquarters, Hinchingsbrooke.**

**1. Present**

John Fuller (Chair)  
 Polly Wilderspin (Secretary)  
 Morcom Lunt (Treasurer)  
 Geoff Varley  
 Dave Harrowing  
 David Godsmark  
 Eddie Cloke  
 Val Godby  
 Constable Lisa Raby  
 Chief Inspector Paul Ormerod

**1.1 Apologies for absence**

Sue Harrowing  
 Vic Nickson  
 Richard Taylor  
 Roy Gerstner

**2. Minutes of meeting held on 22<sup>nd</sup> July 2014**

Minutes of the July Executive meeting were agreed.

**3. Matters Arising**

1. Skydrive. This is awaiting implementation. Richard Taylor will be prime point contact.

**ACTION: J.F. to contact Richard Taylor.**

2. Information sharing. P.O. reported that he is continuing to liaise with the Investigations Management Unit and is work identified through the joint working group. The launch of the Victims Hub also presents opportunities and the need to get the issue resolved. This may include questions to the aggrieved to include: giving of consent to NHW being informed of their crime; NHW included in questions to victims at the initial report stage. He noted that Steve Welby who leads the hub wants to develop NHW support. There is still a work to be done with regard to data protection issues.

P.O. stated that it may be possible that Community Safety Officers will be a conduit for low level crime referrals and identification of needs.

J.F. There is a need to nail down the process of information sharing with regard to victims and their needs.

A.P. queried how the Hub will sell NHW on the phone, as to whether this would be positive or negative. Momentum has been lost since the training of NHW Coordinators in victim support in June.

J.F. enquired of A.P. if he could roll out such training and A.P. stated that he had the training package and so could answer in the affirmative.

3. Guide "Getting Involved". J.F. reported that the delivery is imminent.

4. M.O.U. As the result of conversations on this topic with coordinators, M.L. raised a query with regard to the proposed title to be given to any Agreement. It might be seen that the title 'Service Level Agreement' would not be accepted by some coordinators. The meeting agreed that it may be that M.O.U. was a preferable term to use. It was noted that the M.O.U document agreed is in fact aimed as the basis of understanding between the Executive Committee and the Constabulary at a strategic level.

It was agreed that listed NHW objective Item 3. be changed to "Seek opportunities to develop and broaden representation from the local community". V.N's emailed suggestion with regard to adding the word "constructively" prior to "critical friend" was noted but the meeting felt that the term "friend" was sufficient for purpose and any feedback was always likely to be constructive. Resolution of conflicts, P.O. stated the police consider the Executive Committee is the representative body for Cambs. NHW and that the police will support that body in any conflict situation.

**ACTION: It was agreed subject to stated change, to sign off this paper.**

#### 4. Treasurer's Report

ML stated that there had been no significant change in the last three months. Cambridge City had started to spend their grant and Peterborough have completed their spend.

#### 5. NHW development.

B.C. asked whether local Agreements are sent to coordinators. It was confirmed that these should be sent to all coordinators and that Brian Wilson would have a copy that he could forward to B.C.

Working Group Update - P.O.. There has been a discussion between the police and representatives of Cambs. NHW as to whether the group is now fit for purpose. It had been agreed that it still has a purpose and that the last meeting had been a good one. It had also been agreed that future area reports from both organisations will be forwarded to representatives prior to the meeting. This will improve delivery and help alleviate any negative perceptions verbal reports alone can produce.

Concerns with regard to engagement in Hunts had been expressed and P.O. has spoken to the Hunts. Inspector. Dick Lowings. He had been very disappointed as he thought all was going well. There had been concern that Hunts. Communication Strategy had been circulated to the Executive as this was a police internal document. P.O. has discussed with Inspector Lowings.

M.L. commented that he has a meeting set up in Cambridge City with Insp. Matt Johnson.

Avanti. The meeting was reminded of the need to promote this. B.C. said that he would remind St. Ives if B.W. would circulate the rest of Hunts. If not, he desired that the reminder be sent out by J.F. It was agreed that all members will consider whether they wish to circulate a reminder themselves or wish JF to do it on their behalf. JF to circulate template message to members.

A.P. stated that he had used Avanti twice in the past week to good result as will use his own experience to publicise procedure.

**ACTION: JF to circulate template message to Executive Members. Members to circulate as appropriate.**

101. J.F. informed the meeting that Charles Kitchin (CK) had stated that the P. & C.C. is interested in hearing of any difficulties with 101. That we had informed Charles that we would attempt to resolve any issues with the police but that if we felt that we had need, we would go to the P & C.C.

J.F. and P.W. had mentioned to C.K. the need for a 'User Group' to monitor 101 and that NHW should be a part of that group.

Internet. Facebook and Twitter. This growing media trend, especially amongst younger people was discussed fully. Opportunities that NHW should take with regard to such engagement were discussed. It was felt that caution should be used due to this media's lack of security. Peterborough has a FB site established but not as yet fully operational. Young people do not use email anymore and if we are to keep in touch we must look at other means. P.W. suggested setting up a working group.

**AGREED: That a working group be established.**

The remit of this group would be to consider: how it might be used; how it could improve our current practices. It was noted that there are already local groups using Facebook to circulate local crime issue e.g. Huntingdon and we should look to see how we can tap into such schemes.

**ACTION. Brian Wilson will be asked to join this group, other members to comprise J.F., M.L., a representative from Peterborough, possibly Jodie Aston.**

DISC study. This had been forwarded by P.W. for general interest It was decided that we already have systems in place.

The meeting felt that it may be good practice to have locality pages on our own website.

**ACTION: M.L. to talk to V.N.**

J.F. stated that he had turned down an offer from National NHW with regard to using their website as we have our own.

Funding requests. Outreach resources. A discussion was held with regard to district and county needs for supplies and funding requirements. East Cambs have been conducting a study looking at enhancing outreach opportunities for the coming year. M.L. gave the meeting feedback received from Executive members with regard to East Cambs' application for funding. There had been support for the purchase of Hi Viz jackets. The meeting compared the possible effectiveness of balloons, flags, badges etc. and the cost and design of jackets and tabards.

A.P. described success seen in the use of badge making machines.

**AGREED: That the Executive look at sourcing such machines and ascertain needs across the county**

**ACTION: That A.P. would forward further information to members by email.**

**ACTION: J.F. to make enquiry regarding permission needed to use Meerkat logo. It was noted that this is already used by the Metropolitan police.**

**AGREED: That M.L. would pursue prices and availability of hi viz wear and that districts need to assess their needs in order to gain quotes.**

**ACTION : Districts to feed in requirements to Morcom. M.L. to send out a message to this end.**

**ACTION: J.F. to supply catalogue.**

**ACTION: M.L. to pursue possible supplies.**

County Volume Purchase. D.G. informed the meeting that previously applied for "stickers" were in fact disposable stickers for use at stalls, not window stickers.

Alert. Discussion, possible ways that Administrators can use in order to access messages from outside of their areas. The meeting was informed by L.R. that there is a process that will facilitate this.

M.L. promoted the use of mail merge for personalising messaging.

**ACTION. L.R. to email Executive members a simple description as to the processes needed for both actions.**

L.R. informed the meeting that she is prepared to come out and train members in managing the Alert system.

Actions set from Executive Meetings. M.L. requested that an action sheet would be prepared and issued by the Secretary within one week of each meeting; that minutes should be also sent out promptly; that minutes of A.G.M. should be circulated to see if they were "fit for production" at the next AGM.

**Action: JF**

Positive Engagement in Peterborough. Peterborough is currently experiencing success. A.P. described his view as to the reasons for this current success. Significant factors: working with a Unitary Authority; his and other lead members having policing backgrounds; use of KINS in the community, having sought them out and engaged with them; actively seeking to remedy poor image of NHW held by some in the community.

He also noted that the Peterborough police are willing to work in partnership with NHW, especially in areas hard to reach or that are subject to high crime; that both organisations have a clearly stated common purpose. This has led to opportunities for NHW to set up sites for about two hours at a time with the attendance of PCSOs and to leafleting opportunities (Operation Freeze)

A.P. noted that every district has stakeholders who can be brought on board and that he utilizes such to promote NHW. Stakeholders may include Trading Standards and residents associations. The Peterborough Association Committee is inclusive of persons who are not NHW coordinators, though voting rights are for NHW Coordinators.

He confirmed to the meeting that he has a team working together to drive this forward and that this was not being driven by one person; that having a clear local leadership structure assists this process and lends to cover being available if persons move away.

The meeting noted that police staff changes can lead to difficulties and that change over should include good briefing and engagement practices.

A discussion was held regarding current and historical local associations.

Community Champions: An application from Hunts. Community Champions to work more closely together was noted and appreciated. It was felt that any formal partnership working was not appropriate at this stage.

**ACTION: J.F. to speak with BW and feedback to representative.**

Travel costs. P.W. said that she wished the meeting to consider the payment of travel costs for Area Coordinators when undertaking development and representational work. The need to travel and cost incurred placed additional burdens on representatives and some recompense should be available to those who wish to claim it. The meeting discussed this and M.L. felt that any decision made should be seen in the light of how it would be presented to the AGM. J.F. felt that the matter would need further thought. G.V. stated that a round trip to visit a village can add up to one hundred and twenty miles.

**ACTION: All members to give this matter thought. J.F. and P.W. to bring a proposal to the next meeting**

## **6. Website report.**

This was pre submitted and accepted with grateful thanks to V.N. for his time. D.G. commented that the "Contact us" link works well and that he had been linked with a potentially very active and enthusiastic new coordinator as a result.

## **7. AGM and Conference.**

Discussion was held with regard to gaining feedback. It was agreed to look at this more fully before the next AGM. And that J.F. would gain as much feedback as possible.

A.P. made suggestions as to the way forward. He suggested the possibility of changing the format of the AGM to that of an open day, with stalls and persons to network with and to learn good practice from; to have less speakers; to extend invitations to attend to victims of crime and to other Stakeholders such as the Fire Service in order to attract a more diverse audience. He also suggested the possibility of another venue in a town that can be reached. It was noted that this could prove costly.

**ACTION: J.F. to pursue as much feedback as possible.**

**ACTION: J.F. The minutes of the AGM and Conference to be sent to all Executive members and then to all coordinators.**

## **8. REGIONAL ISSUES.**

J.F. informed the meeting that the Eastern Region Committee will be bolting on a workshop to their next meeting on 28<sup>th</sup> Nov in Bedford to determine views that will support development of the next national strategy. Members are welcome to attend both morning and afternoon sessions. The whole day will run from 10-4.00. P.W. had indicated a willingness to attend with J.F. and that others would be welcome. PO and LR are also attending.

**Action: members to let JF know asap if they wish to attend**

**9. AOB.**

M.L. informed the meeting that he had brought publicity cards with him for distribution.

D.H. raised a local concern. A county councilor had removed a NHW sign and given it to a friend who was not resident in a live NHW scheme. J.F. suggested that the local council who financed the signs should be approached. It was viewed that if this could not bring a remedy the council may have to be reimbursed for the cost. D.H. let JF have full details of names and circumstances to allow JF to follow up.

**ACTION D.H. to send info to JF. JF to follow up.**

**10. Date Next Meeting**

Tuesday 13<sup>th</sup> January at 7pm.