

Devon and Cornwall Police Authority Human Resources Committee
08 November 2006

Open for the purposes of FOI

Joint Report of the Force Learning and Development Manager and Chief Constable

Multi Agency Training within Devon and Cornwall Constabulary

Recommendations to be typed in bold and put in a box, numbering should use roman numerals

Recommendation(s):

- (i) That committee members note the contents of this report.**
- (ii) That committee members provide feedback on the report as appropriate.**

Introduction

1. Devon & Cornwall Constabulary is committed to providing the highest possible quality of service to the communities it polices and recognises that part of this is achieved through training with partner agencies and other bodies. In its 2005 – 8 Learning and Development Strategy, the force made a commitment to maximise the provision of multi agency training.
2. This paper presents what multi agency training is currently delivered and what is being planned and asks that the committee members note the contents and provide feedback as they feel appropriate.
3. The aims of multi agency training are to:
 - improve understanding and co-operation between agencies
 - identify areas for potential shared services (these may include venues and staff as assessors)
 - widen the skills base of staff
 - the implementation of national projects, such as 'Safeguarding Children'
 - provide better quality service which impacts positively on communities.
4. The report considers five key areas. These are:
 - the Initial Police Learning and Development Programme (IPLDP)
 - Crime Training
 - Operational Training
 - Multi agency training programmes under development
 - Identification of further multi agency options identified through the regional training managers group

Background Information

5. The Initial Police Learning and Development Programme (IPLDP) has a number of nationally established criteria, one of which is 80 hours of community engagement for each student officer. These currently fall within weeks four and 19 of the programme. Each student officer visits a host organisation, of which there are now over 100.

6. Within rigorous parameters, the placements introduce the student officer to 'broader community', gives then an understanding of the remit of the organisation and how it links with other agencies, including the police. It challenges misconceptions and preconceptions that student officers may have and creates an opportunity for them to professionalise their knowledge. A list of host organisations is given at Appendix A.
7. The initial evaluation of this part of the programme has shown that both the host organisations and the student officers benefit from better understanding of issues and insight.
8. Much of the development of multi agency training programmes within the Crime training unit portfolio targets the specialist skills required to gain the best possible evidence from vulnerable parties, both adult and children. This training response may be guided by:
 - findings in reports such as the Laming report on the Climbié inquiry
 - following national guidance published through the National Centre for Policing Excellence (NCPE)
 - the national learning requirement, which drives the Centrex developed learning packages.
9. Target audiences involve subject specialists from different agencies, to promote clear understanding of roles, actions and expected outcomes in response to specific situations. A list of courses is given at Appendix A. Details of the benefits to the organisation of a multi agency approach are listed at Appendix B.
10. In an operational context multi agency training focuses on the disciplines of a combined response to an incident, which may involve the mass mobilisation of resources and joint management of the incident. Agencies include the Coastguard, local authorities, partner emergency services and coroners.
A list of some of these programmes is provided at Appendix A.
11. Multi agency programmes under development are listed at Appendix C. One of these is the specialist child abuse investigator's development programme (SCAIDP), in response to two recommendations in the Laming report.

Recommendation 102 states "The Home Office, through Centrex and the Association of Child Police Officers, must devise and implement a national training curriculum for child protection officers as recommended in 1999 by Her Majesty's Inspectorate of Constabulary in its thematic inspection report, Child Protection. (Paragraph 15.16)"

Recommendation 103 states "Chief Constables must ensure that officer's working on child protection teams are sufficiently well trained in criminal investigation, and that there is always a substantial core of fully trained detective officers on each team to deal with the most serious inquiries. (Paragraph 15.24)."

12. There has been a renewed commitment at a regional level to explore options for a shared services approach to training, where there is a clear operational imperative and benefit for all forces in the region. Options may include training mandated as part of the national learning requirement e.g. Professionalising the Investigation Process (PIP); training driven through citizen focus and legislation e.g. diversity; training in response to level II protective services e.g. a co-ordinated response to a terrorist threat.

13. A paper has been submitted through DCC Steve Long of Wiltshire Police, currently chair of the Regional ACPO/APA Training Development Group, which scopes setting up terms of reference for the use of national guidance in the development of training programmes. Examples of what the region sees as collaborative opportunities include:
 - assessment
 - leadership development
 - standardised IT solutions
 - diversity – the requirements of the Police Race and Diversity Learning and Development Programme
 - promotion development processes.
14. Clearly this would require further work and an assessment of the benefit to the region of these approaches would need to be clearly defined.
15. Future considerations will also include the use of technology to widen the learning audience and deliver learning more locally. However the development of a robust e-learning infrastructure is a core requirement.

Conclusion

16. The development of multi agency training has identified and potential benefits not just for operational impact, but also in the development and performance management of people. The benefits can only be realised if a) they are established and measurable and b) if the benefits accrued are not outweighed by the resources requirements to develop and run such programmes. This report gives a summary of areas of development thus far and highlights the increasing importance of a joined up approach.

Contact: for further information
Annie Broadbent
Force Learning and Development Manager
Telephone: 01626 325674
E-mail: annie.broadbent@devonandcornwall.pnn.police.uk

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Appendix A: Example Multi Agency Programmes

1. IPLDP Community Engagement Host Organisations

Hayle Youth Centre	Shelter Box Trust
ECHO Centre	Chyvarhas Residential Home & Day Centre - Cornwall Care
Community Safety Partnership	New Connection Centre
Maritime & Coastguard Agency	Bishop's Forum
Travellers, Gypsies, Migrant Workers Educational & Liaison Service	
NSPCC	West Cornwall Community Network
Ocean Housing Ltd	Newquay MIND
West Cornwall Women's Aid	Alex Road Resource Centre
Royal Devonport Dockyard Ltd	Social Services Vulnerable Adults
Immigration Office	Devon & Cornwall Refugee Council

Each host organisation has entered into an agreement with Devon and Cornwall Constabulary and both parties are bound by a rigorous set of agreed standards.

2. Crime Training Multi Agency Programmes

Joint Agency ABE Child Course (formerly CAMAT): run jointly for police officers and social workers to enhance the skills of multi-agency personnel in talking to and gathering evidence from a child under the Achieving Best Evidence in criminal proceedings.

Sexual Offence's Liaison Officers Course (SOLO): trains police officers to chaperone medicals. Spaces also offered to Victim Support workers in order they can ascertain exactly what response from the police a victim of a sexual assault will receive.

3. Operational Training

Lost person search management: done jointly with HM Coastguard

Volunteer Search and Rescue Teams: two x 2 day courses during 2006.

Crime scene training session: for a large two day exercise on Dartmoor with Volunteer Search and Rescue Teams

Royal Marine Band search and security training package: done every year to all three RM Bands staff in the force area to assist them in security issues and for competent provision of search/security at high profile military events.

Counter terrorist security training: for Royal Mail, Newquay airport, Texaco, Shell, Plymouth University, DML in Plymouth, dealing with issues such as suspicious packages, bomb threats etc

National Driving Schools Conference: which feeds into other national working groups for development of policy and consultation on proposed legislation.

Royal Navy Bomb Disposal: the delivery of their response courses. They provide an input on force VIP Escort Group courses.

Presentations and driver training to the Institute of Advanced Motorists (IAM) by D & C Driving Instructors: this is led by PC Doug Miners, whose involvement is very well received and valued by the various motoring groups.

Involvement with Marie Curie Cancer Care Ladies Driving Challenge: annually force instructors form part of the emergency services drivers promoting road safety and better driving **Knowledge sharing and policy development** with Driving Standards Agency (DSA) and the Parliamentary Advisory Committee for Transport Safety (PACTS)

Appendix B: Business Benefits of a multi agency approach

Before a training programme is commissioned, the performance owner (BCU or department) is asked to outline the business benefits to be derived from the training programme, and the learning outcomes are subsequently configured to support performance outcomes. These benefits are articulated as part of the commissioning documents and are part of the subsequent evaluation report. An example from the Specialist Child Abuse Investigator's Development Programme (SCAIDP) is given below:

Q. What outcomes are expected to result from the changed performance?

- ◆ More offenders brought to justice(as per the national key policing priorities for 2006-7)
- ◆ Less failed trials relating to child protection.
- ◆ Improved public confidence in the criminal justice system.
- ◆ The objectives by the end of the programme,Specialist Child Abuse Investigators will be able to:-
- ◆ Plan and conduct allocated child abuse investigations.
- ◆ Demonstrate effective co-operative working practices with other agencies, partnerships and communities within safeguarding children procedures.
- ◆ Plan, conduct and evaluate interviews of child victims and witnesses in accordance with tier 3 of the ACPO NIIS.
- ◆ Plan and conduct investigations into serious or complex allegations of child abuse.
- ◆ Supervise referrals of child abuse,child abuse investigations and child abuse investigation staff(supervisors only)

Q. How will these outcomes be measured?

- ◆ Selected performance criteria have been taken from a range of National Occupational Standards.
- ◆ A new unit has been devised (respond to allegations or suspicions of child abuse) has been developed to specifically address the performance of a specialist child abuse investigator and support existing standards of investigation.
- ◆ 1.Create a screen on the crime screen whereby mandatory questions can be asked of the reporting officer, namely, what agency has this been referred to, time date place.
- ◆ These simple questions will satisfy our obligations of" working together" and will reflect the performance of the course.
- ◆ 2.On the same CIS screen the reporting officer should be asked whether a pre-interview assessment has been completed which mirrors force policy and Achieving best Evidence.
- ◆ 3.Feedback has recently been received back from QC Martin EDMONDS about the standard of sexual offence cases.
- ◆ Concern was raised about the standard of the investigations in particular with regards to officer's working knowledge of the sexual offences act of 2003.
- ◆ 4.In light of the above verbal/written feedback after a period of time would be sought from QC Martin EDMUNDS/Bran TAPLEY at Exeter crown court about the standard of investigations.

Appendix C: Multi Agency Programmes under Development

Achieving Best Evidence (ABE): to enhance the skills of personnel in talking to and gathering evidence from vulnerable witnesses under the Achieving Best Evidence in criminal proceedings. To be expanded to include other agencies as participants and trainers.

Specialist Child Abuse Investigator's Development Programme (SCAIDP): see report.

Family Liaison Officers Course (FLO): currently awaiting the national training package from Centrex for this course. This will train Police Officers only. Scope to introduce other agencies to certain parts of the training programme.

Interagency Coaching: a trial to be set up involving Devon County Council, Devon Curriculum Services and Devon & Cornwall Constabulary, together with an external provider. To provide the three organisations with a network of support coaches, who can work with other members of staff in coaching relationships. To run alongside leadership programmes in all three organisations.