SOUTH AUSTRALIA POLICE
KEEPING SA SAFE

SAPOL Significant Projects Program Board
Meeting Friday 19 July 2019
SYNOPSIS
DPM Stage 1 Audit Report

Attendees:

Acting Deputy Commissioner Noel Bamford (chair)

Assistant Commissioner Scott Duval

Assistant Commissioner Linda Fellows

Superintendent Christine Baulderstone

Director Greg Weir

A/Inspector Kirsty Willoughby (minutes)

Apologies:

Deputy Commissioner Linda Williams

Assistant Commissioner Phil Newitt

Assistant Commissioner Peter Harvey

4. Governance

4.1.1 Operations Board – DPM Stage 1 Audit Report – CBP – **For approval**

Recommendation: The SSPPB notes the contents of this Briefing Paper and the contents of the DPM Stage 1 Audit report.

Outcome: Noted

4.1.2 Operations Board – DPM Stage 1 Audit Report – **For approval.**

There are a total of fifty recommendations. All fifty recommendations were endorsed by the Operations Board and approved by the SSPPB. Superintendent De Candia to design a process to monitor the progress of all fifty actions.

Outcome : Approved

Structure and FTE of the Districts

Recommendation 1
AC MOS to determine the structure to be utilised to manage enquiries throughout the Districts pending DPM Stage 2.
Outcome : Approved

Recommendation 2
AC MOS to add FTE lost due to Part Time Agreements on the Service staffing reports.
Outcome : Approved

<u>Crime Coordination Section</u>

<u>District Intelligence Units (DIU)</u>

Recommendation 3
AC MOS reviews the current rosters and staffing arrangements for District Intelligence Units to ensure Tactical Intelligence Officers are operationally focused whilst still providing support to the Districts.
Outcome : Approved

Recommendation 4
AC MOS to develop a District Intelligence Unit SOP to prescribe the day to day function of each role, time critical periods for staff and how to complete specific day to day tasks as per the updated DAM SOP.
Outcome : Approved

Recommendation 5
Director of IS&T creates and modifies existing searches for information required by District Intelligence Units on a daily basis to allow them more time to analyse crime.
Outcome : Approved

Recommendation 6
AC OSS to provide increased modular training courses specific to TIO's and attendance at specific courses is made mandatory.
Outcome : Approved

Recommendation 7
AC MOS determines Key Performance Indicators relating the activities of TIO's. These indicators are added to the SOP and reported on at the monthly Senior Management Team meetings within the Districts.
Outcome : Approved

<u>District Allocation Members (DAM)</u>

Recommendation 8
Director of IS&T develops enhancements to Shield to automate the review function of active Whereabouts Flags every 6 months without any user input and relevant DAMS are notified of this review function.
Outcome : Approved

Recommendation 9
AC MOS to review the trial of the Northern District Shield process and make a determination regarding the need for CMU journals to be continued.
Outcome : Approved

Recommendation 10
AC MOS to consider removing the following functions of the DAM and amend the SOP accordingly:
- In collaboration with the DIU, provide information for daily briefings to patrol and CIB members in respect to ongoing crimes.
- Task and co-ordinate the collection of CCTV footage resulting from investigations.
- Expedite less serious crimes efficiently without compromising SAPOL's commitment to service delivery.
- Liaise with patrol supervisors and assist in the deployment of patrols, VCT and CIB member.
- Maintain a comprehensive crime management journal (pending the results of the Northern District trial).
- The DAM will be conversant with the activities of VCT targets and provide appropriate support.
- Crime Prevention will utilize the DAM as a resource to assist in identifying proactive crime reduction initiatives and assessing community needs.

Outcome : Approved

Recommendation 11
AC MOS update the Crime Coordination SOP to include Intervention Orders as a function of the DAM, to reference Crime Occurrences and any other relevant recommendations approved as a result of this report.

Outcome : Approved

Human Source Management Liaison Officer (HSMLO)

Recommendation 12
AC OSS updates the General Order, Human Source Management, to reflect the CCS SOP and Crime Co-ordination Senior Sergeant PID.

Outcome : Approved

Recommendation 13
AC OSS provides training to the CCS Senior Sergeant relative to their role with the HSMLO.

Outcome : Approved

Recommendation 14
AC MOS update the Crime Co-ordination SOP to require HSMLO's across all of the Districts to provide the same report to the CCS Senior Sergeant on activity which is presented at the Senior Management Team Meeting.

Outcome : Approved

Victim Contact Officer (VCO)

Recommendation 15
AC MOS to develop a standardised spreadsheet to record victim contact information to be used across MOS.

Outcome : Approved

Recommendation 16
AC MOS to develop a VCO SOP to prescribe the day to day function of the Victim Contact Officer as per the DAM SOP.
Outcome : Approved

<u>Operations Coordination Section</u>

<u>**Missing Persons**</u>

Recommendation 17
AC MOS to develop a Missing Person SOP to prescribe the day to day function of each role of Missing Persons and how to complete specific day to day tasks as per the updated DAM SOP.
Outcome : Approved

Recommendation 18
An extra position is created in Southern District Missing Persons. AC MOS to determine how this position is created.
Outcome : Approved

<u>**Brief Quality Control Officers**</u>

Recommendation 19
AC MOS to develop a BQCO SOP to prescribe the day to day function of each role of the BQCO and how to complete specific day to day tasks as per the updated DAM SOP.
Outcome : Approved

Recommendation 20
Director of IS&T provide all officers within the BQCO office Shield access as the supervisor to ensure the efficient functioning of the BQCO office in the absence of the supervisor.
Outcome : Approved

Recommendation 21
Director of IS&T develop a method of tracking files through Shield to ensure compliance with the Offence Streaming Model
Outcome : Approved

<u>**Planning**</u>

Recommendation 22
AC MOS develop a Planning SOP to prescribe the day to day function of the Planning Office with the classification, documentation and communication for local events standardized and a standard method for recording events utilized as per the updated DAM SOP.
Outcome : Approved

Recommendation 23
An extra position is created in the Eastern District Planning Office. AC MOS to determine how this position is created.
Outcome : Approved

Recommendation 23
AC MOS ensures Emergency Response Plans are maintained.
Outcome : Approved

Crime Prevention Section (CPS)

Recommendation 24
AC MOS directs Administration Support staff within the Districts complete tasks relating to Drug Diversions.
Outcome : Approved

Recommendation 25
AC MOS amends the Operations Co-ordination SOP to reflect the above recommendation if approved.
Outcome : Approved

Training & Recruit Probationary Constable Coordinator

Recommendation 26
AC MOS consults with HRDB in relation to the alignment of Training and RPCC Co-ordinators to the Districts as opposed to HRDB, with Districts being responsible for the Administrative functions surrounding the role including HR21 and Workforce Central approvals, uniform orders and relieving the position from within the District as opposed to HRDB.
Outcome : Approved

Recommendation 27
AC MOS directs Administration Support staff within the Districts to comply with their SOP in relation to the data entry of training.
Outcome : Approved

Investigation Support Desk

Recommendation 28
AC SEMS directs that vetting tasks relating to Forensic Procedures are only completed by the ISD D/Sgt on night shift where the applicants substantive supervisor is not available and the SOP is updated to reflect this change.
Outcome : Approved

Recommendation 29
The Commissioner makes a determination regarding the ongoing value INR's provide and whether they will continue to be produced. This will be dependent on the outcome of ability to rework the INR's to meet organisational needs.
Outcome : Approved

Recommendation 30
Director of IS&T develops methods of searching for similar crime facts based on Occurrence data.
Outcome : Approved

Recommendation 32
Director of IS&T develops a method of displaying real time crime mapping data on a live map for current analysis of crime by the ISD to be displayed on the Tactical Co-ordination Display (TCD) at Police Communications.
Outcome : Approved

Recommendation 33
AC SEMS updates the ISD SOP pending the approval of any of the recommendations.
Outcome : Approved

Recommendation 34
AC SEMS oversees the ISD working to their SOP for a further 9 months, with increased technological support as recommended above, after which a further audit is conducted.
Outcome : Approved

Recommendation 35
The event types requiring ISD review are themselves reviewed to focus on prioritising event types to be reviewed.
Outcome : Approved

State Crime Assessment Centre (SCAC)

Recommendation 36
AC SEMS implements the full Communications Group Model, including the Communication Support Branch.
Outcome : Approved

Recommendation 37
Post the implementation of the full Communications Group Model, AC SEMS makes a determination as to the need of a Detective Senior Sergeant to be added to oversee the SCAC and the ISD.
Outcome : Approved

Recommendation 38
Director of IS&T, in consultation with AC SEMS, develops methods of retrieving KPI data relative to the SCAC. This includes the performance of team members within the SCAC.
Outcome : Approved

Recommendation 39
AC SEMS determines measurable Key Performance Indicators for the SCAC based on the results of the above recommendation and based on those indicators described in this report.
Outcome : Approved

Recommendation 40
Director of IS&T develops a method to represent key SCAC KPI data on a live "dashboard", similar to that used to monitor call volumes.
Outcome : Approved

Recommendation 41
AC SEMS develops training in relation to the assessment of Crime Occurrences and other tasks completed by the SCAC, to be provided to current members of the SCAC to drive consistency and improve the knowledge base of members. Training should be focused on assessment and risk analysis of Crime Occurrences.
Outcome : Approved

Recommendation 42
AC SEMS develops an induction package for new SCAC members that is documented and details the training given to new members.
Outcome : Approved

Recommendation 43
AC SEMS makes an assessment of the functions the SCAC is performing in line with the intent of the SCAC.
Outcome : Approved

Recommendation 44
AC MOS reports the outcome of the CFIS Allocation and Assessment Trial to the Operations Program Board.
Outcome : Approved

Recommendation 45
AC SEMS makes a determination in relation to the uploading of warrants by the SCAC:

Option 1: SCAC members upload all warrants as per the SOP outside of normal business hours as per the SOP.
Outcome : Approved

Option 2: The SOP is amended to reflect the current practices relating FINS warrants being processed during business hours. **Preferred Option**.
Outcome : Approved

State Response Manager (SRM)

Recommendation 46
OC Communications Group review the SRM SOP and clearly delineate the role and function of the SRM and SSM to effectively utilize both positions.
Outcome : Approved

Recommendation 47
OC Communications Group add to the SRM SOP, stating that no more than 2 members should be moved in/out of the position at any one time.
Outcome : Approved

Recommendation 48
AC SEMS approve an updated SOP as described above.
Outcome : Approved

Recommendation 49
AC SEMS ensures the SRM role is fully staffed.
Outcome : Approved

Recommendation 50
AC SEMS oversees the SRM/SSM working to their SOP for a further 9 months, fully staffed and with increased technological support as described in the ISD recommendation, after which a further audit is conducted in relation to the SRM SOP and role.
Outcome : Approved

4.1.3   Operations Board – DPM Stage 1 Audit Report – Appendix 1A & 2A – **For Approval**

Recommendation: The SSPPB approves Appendix 1A and 2A.

Outcome : Approved.