

Lessons Learned Contract Aug 2014 – March 2016.

I think it is fair to say initially the contract from an operational point of view was no more than expected and simple to understand.

Operating in a very robust way showing no fear or favour delivering what is expected and I believe exceeded that expected of us in most areas.

Patrol / identify offences / issue FPN.

As the contract developed it was obvious that it was going to evolve into a more directed intelligence led patrolling plan.

1. Officers learned that Identifying 'Hot Spots' and prioritising these areas when other information was not available.

It was imperative that the staff were sure which way to turn when they left base through direction through Tasking officers from complaints from the community at large

Initially the complaints were minimal but it was obvious that there were more than that being reported.

2. There seemed to be a blockage in the flow of information and through consultation with the area managers during quarterly meetings and some 'secret shopper' style complaints we were able to demonstrate the correct passage of information and this has improved immensely.

As the officers gained the trust of the community at large information regarding specific areas and also specific individuals became more available.

3. Work in this area continues to increase. These incidents were rarely recorded but were important to record and recognise the good work and added value of the team.

We welcome all complaints and are happy to patrol on all specific complaints. However there seems to be a large amount of complaints which consist of a very minimal amount of litter, fouling or parking issues that are clearly a one off or parking issues that cannot be dealt with by 'Kingdom' Staff and are a Police matter ie 'Obstruction of the Highway'.

4. This area needs developing and a more robust question and answer with the complainant / informant at source may negate unnecessary patrols when more specific / Hot Spots patrolling is required.

Officers have been involved in community event days gala days and attend walkabouts with volunteer teams. They understand the importance and recognise the value of these events.

5. More information of these events and advance notice would again increase the profile of enforcement in an educational way and allow officers to integrate and be available for more specific information from members of the public. I believe there has been a reluctance to invite on the bases that enforcing might discourage attendees. Officers would attend in an educational capacity and advise rather than enforce.