

Crime Partnerships Forum - 2009
Matai Room, Royal New Zealand Police College
Wellington 11 August 2009

Summary Notes

Morning Session

Police & Industry Partnerships (taken from a speech given by Deputy Commissioner Rob Pope)

- There are three key activities I would like to see coming out of today: action, sustainability and a commitment to agree. Mou's and Letters of agreement have been negotiated and signed off. Many have been refreshed over the past 12 months. Fundamental as they are to build understanding these are only signal posts.
- You may not always get what you want from Police. Police have excluded in the past and now need to engage and prioritise. We don't want to talk up promises we can't deliver.
- We want to be practical and engage in doable actions, meeting industry expectations.
- Community safety needs active partnership and good relationships with significant others in the community, agencies and industry. Police have a good image of working well with others and being innovative and building good relationships - particularly when we deploy overseas.
- The public and business are indicating Police need to maintain a high level of responsiveness for calls for service. The business side of operations has required a large revamp in order to achieve this. A new business model is evolving to support core delivery.
- "Fit for the future" - theme. Driven out of government and is designed to examine and justify bottom line spending.
- This is leading Police towards a performance orientation and changes to culture and business practices and structures.
- Three themes are evolving - victim centered information, enabled and responsive.
- Adaptive technology and smart thinking is essential. Victims need to be more centre stage - customer service. They need the choice to be more involved and supported.
- Information continues to be enabled by technology. Care is needed regarding investments due to rapid turn around in technology specs and application.

- Relieving staff of bureaucracy and become less paper driven and repetitive of task will make response more efficient. Methods of public self reporting are being examined as well as issuing unique numbers for victims to scan for progress of their cases. There are also many justice related improvements being activated to reduce time delays. Improvements are constantly being applied to the police car to enable its full use as a mobile office.
- Responsiveness - people and businesses let down by Police is still a common theme which needs to change. Addressing core issues and becoming more balanced in our approach to policing is necessary for the future. We want to double our preventative response to policing in the future to 25% up from 12% at present.
- Today is about linkages, a structure around prioritising pieces of productive work that enable us to better prevent and investigate crime in conjunction with industry. Communities want to be linked to Police and this takes a lot of time and organisation to be sustainable. More investment around our intelligence systems to obtain the right type of information in order to identify and solve crime problems is paramount. The National Intelligence Centre is now in place and is building a world-class model.
- The Organised Financial Crime Agency of NZ is now in place to deal with organised and financial crime (high end). There is also a focus on money laundering and proceeds of crime. OFCANZ is hosted by NZ Police and the work will accelerate over the next 12 months as new legislation comes on stream.
- My view of Business's role is about relationship clarity, engagement, information & intelligence, problem solving around crime reduction and prevention.
- There is a need for a dedicated relationship manager in Police to manage the interface with business and build relationships and product. Business needs more and better access to Police services and in time this needs to be reciprocated.

Police Industry Partnerships - practical issues and the role of the Criminal Investigations Branch (Detective Superintendent Win van der Velde - National Manager: Criminal Investigations)

- Four key themes are identified by Deputy Commissioner Rob Pope:
Future Fit, Victim Centred, Information enabled, and responsiveness
- Mission for criminal investigations - *to set international benchmarks when provided with the opportunity to investigate serious and organised crime by demonstrating expertise, innovation, communication and attention to detail.*

- 50% of those arrested only make one judicial appearance in their life. Is there potential to resolve first time offending without putting offenders before the judiciary?
- There is a significant impact on Police resources in the apprehension of offenders and this negatively impacts on Police ability to prevent crime, respond to calls for service or investigate complaints
- The public have the right to expect three key deliverables from Police -
 - To be treated with respect
 - To be provide honest feedback
 - To have their complaint dealt with in a timely manner
- Case Management - Police are moving to a new end to end model for managing and prioritising cases according to risk, solvability and other relevant factors
- Figures given on Comms Centre call workloads indicate very high demand
- Crime reporting line - Takes calls for non-urgent matters. Complaints are directly entered onto the police network for intelligence, allocation and resolution. This is a part of an ongoing access strategy to improve interaction with the public. Police are also looking at on-line or e-reporting, txt reporting, Pxt reporting and submission of video clips.
- New legislation - Proceeds of crime comes into effect in December 2009. Money laundering and counter financing of terrorism comes into effect in April 2010. Enhanced DNA legislation that allows for taking of DNA on arrest and for young people aged 14yrs and over. Search and Surveillance legislation to be enacted sometime between April 2010 - April 2011.
- 3 key deliverables for crime partnership forum -

Partnerships - identity, ownership, trust

Outputs - identifying two or three key deliverables to start working on

Expectations - moving forward, participation and working together

Feedback from the floor

- Insurance industry - difficult to respond as interaction in the past has been poor and what we are hearing here today sounds really positive. We endorse what Win says about needing to get some product and deal with integrity.
- Crime stoppers - can help to get information about crime independently from Police. Attracts people that normally wouldn't interact with Police but who are willing to give information about crimes and criminals. This will create a significant pool of key information on cases. Launch date of 12.10.09 in NZ.

- Bankers Association - really good getting LOA signed and realistic expectations set. Relationships built but easily broken due to people moving on. Need consistency.
- Barry Halberg, Retailers - small businesses need to hear more about responsiveness. Advisory boards being established - suggest that from representative groups a rep from each is set up to communicate with Police to build a strategic view and manage the ongoing process.

Police Industry Partnerships - legal considerations (Carolyn Richardson)

- Presentation given on key issues and notes forwarded to forum members separately

Industry and Police - Opportunities and ideas for corporate and community responsibility (Bill Moore)

- Loss prevention is a business imperative
- Progressive's structure explained - Woolworth's umbrella
- Media is a significant player as it affects image, brand, expectations etc.
- Community responsibility model - "*doing good and being seen to do go*"
- Corporates are less trusted now than ever.
- Good vs. bad impact stories - Police and business in the same boat
- Leaders should lead
- Doing the right thing for communities and people
- Being more strategic
- Highlighted several programs focused on assistance to children that links with providers and works at local level (buy in from people walking through the doors)
- Key environmental objectives - focus on big things, long term change, sustainability
- Common denominators - reputation and trust, actively involved in local communities, seen to do good, good and effective communications
- Business and Police have very similar objectives around meeting community expectations for service delivery of core business
- Viewpoints - prevention more important than apprehension, profile of police in stores not good for business - Police need to do this differently

- Surveying the public about what it is we should be doing for them, with them and in conjunction with others
- Environmental issues are increasing significantly - how we respond and are seen to respond will be very important
- Getting the public to believe in what you are trying to do for them - building a coalition of the willing

Afternoon Session

Workshop - Major issues

The forum decided to work as one group and issues were freely discussed and actions suggested. Below are the main issues/actions in summary form.

Security Industry standards - assistance from Police for the industry to access information on employees or prospective employees to help establish integrity and public confidence. Issues around privacy act, legislation change or support to widen out vetting for the industry, industry standards around employment/code of conduct and permission/consent for vetting. Needs further assessment both within the industry and Police.

- **Possible Action:** Develop industry suitability rating/standards, improved process for vetting and possible changes to the law. Flag within Court Management System/National Intelligence Application for holder of certificate/license so that if they are charged it can be focused on.

Banking industry - increased bank robberies. Last two years doubled and climbing further in 2009. Don't really know why offenders use banks as a target. Requires research and digging down into this. This could inform better prevention standards

Retail - suggestion that more funding needs to be accessed to do a range of research on cost of crime, damage to the community from types of theft, cost of justice/police intervention

Police (NIC) have started to build capability to analyse and research some of these crime types, trends to build profiles

- **Possible Action:** Under NIC leadership scope out and identify research opportunities and begin to move towards working these up

Police Scope out a format for industry and Police to work up a combined approach to working in partnership to prevent and reduce crime

Possible Action: Discussions to be held and a draft structure developed for consultation and future acceptance/ratification

(Banking)-Training opportunities. Targeted training to some industry members to improve capability of members thus improving prevention, reaction, detection and investigation.

- **Possible Action:** Needs analysis across industry. Working up opportunities for Police to be better involved in training and development opportunities. Also the needs of Police to be better trained on industry needs. Opportunity at local level, RNZPC and IPDP program in Police 2010 and onwards.

Retailers (and others) - issues around responsiveness from Police to calls for service and investigation of cases. Files (cases) gather dust and little or no feedback are received. Lack of process to take over case management. Customer centric improvements required. This is a credibility issue for Police. District boundaries and cross border investigations create a lot of difficulties. Lack of consistent responses.

- **Possible Action:** National Police Case management program implementation to ensure that requirements of the industry can be met as much as possible and improved on. Emphasis on dealing with the bigger and more important matters that affect the industry. These seem to go in the too hard basket at times due to lack of expertise and resource implications. Presentation to the partnership forum on the case management model and from other parts of the Police business that have a high impact on crime partnership members.

Retailers - crime prevention forum. Sharing of information.

- **Possible Action:** Newsletter to partnership forum members in conjunction with Police about crime prevention initiatives, trends and issues (Quarterly?)

Additional

Possible Action: *Police* - infringement notices for minor offences to help contain the volume of calls for service. These impacts on Police and industry members that have to engage in time consuming responses when these are not always necessary.

Possible Action: *Communication with Comms Centers* (SOP) on notifications from industry over suspicious activity and business activities re ATM/Guarding and follow up coordination with Police. Opportunity for industry members to visit CommCentres and have a look at how they operate and see if any improvements exist for Police and business to work better together in this area.

Possible Action: *Service delivery* in relation to case end to end process. What are the expectations, what should be reasonably delivered and how, if dissatisfied how are complaints resolved.

Possible Action: *Intelligence* - link with District Intelligence Managers to work up info and get response for operational/pro active deployment to problems (long term - see below)

Possible Action: *Intelligence* - products. Collection plans and agency/industry feedback, information and problems. Work up a process including product and

feedback to highlight industry crime problems and issues that could require a response or consideration.

Possible Action: Agency *e mail* rather than individual as this will help continuity. Work out how we achieve this.

Possible Action: Better national consistency around issuing, recording and following up on breaches of *trespass* issued by retailers.

Possible Action: Explore issues and ensure *media policy* covers issues that can potentially harm or impact on the industry and Police. Issues of competing objectives over media releases and the way industry and Police handle these. Potential to workshop this issue and come up with some key practices to be included in a Police/industry guideline for future use. This is about identifying primary risks and jointly managing them.

Resolutions

- Establish a **partnership hub** made up of five representatives of industry to work in partnership with Police. Meeting quarterly. Email list to go out with meeting notes.
- Police will establish a **secretariat** for the hub. Create a generic email address for issues and communication. Also used for feedback.
- **Information sharing.** Police will distribute information from this forum. Establish protocols and identify opportunities through better information sharing.