



Protecting Our Communities



CPF Minutes & Actions

Location: TVP HQ South Conference Hall / MS Teams

Date: 14 April 2025

Time: 12.45-2.45pm

Attendees:

Independent Members:

Force / OPCC Representatives:

Complaints & Standards (Chair)		Chief Exec, Gillian Ormston	OPCC
CSP East Berks (Nominated Chair)		ACC Dennis Murray	TVP
CSP West Berks (Nominated Chair)		<i>Lisa Honess - apologies</i>	OPCC
Buckinghamshire Community Scrutiny Panel (Chair)		Supt. Louise Warbrick	TVP
IAG Milton Keynes (Chair)		Sarah Stokes	OPCC
IAG Oxon (Chair)		Melanie Reedman	TVP
IAG Buckinghamshire (Chair)		Caroline Cookson	TVP
ISOB (Chair)		<i>Neelam Shiraz, CADO apologies</i>	TVP
JIAC		Kulbir Brar, CADO	TVP
		Karen Adamson, CADO	TVP
		David Hession, CADO Oxfordshire	TVP
		Charlotte Roberts (Minutes)	OPCC
		Rachel Gilbert	OPCC

1. Welcome and Introductions

Gillian Ormston (GO) welcomed all to today's meeting and introductions given.

Apologies had been received from Lisa Honess (LH), Neelam Shiraz (NS) and Stephen Page (SP). Introductions were given of those attending.



A huge thank you to Lisa Honess (LH) and Supt. Louise Warbrick (LW) for setting up the group meeting.

2. Discussion of group purpose and outputs

(GO) referred to the Confidentiality Agreement. There were no objections at today's meeting. The approach agreed would be that all meetings would be confidential with external communications to go through TVP Comms and OPCC Comms.

Action: The Confidentiality Agreement had already been sent out and responses sent back to (LW) but would send out again to those that had not received the agreement to date.

Action: Those wishing to nominate themselves as Chair Person should let LH know and would be included on the October 2025 agenda to vote.

Terms of Reference had been read by all attendees with no changes subject to clarification of the tenure of the Chair Person and this had been omitted from the document.

The tenure of the Chairperson of this group would be two years with the Chair being rotated every two years due to only having two meetings per year, albeit if it was agreed the meetings ought to be quarterly, there may be a need to have the tenure changed to rotate every year. The outgoing chair would remain a member of the CPF whilst they continue to be chair of their main scrutiny or advisory group.

Action: (LH) to ensure this would be made clear on the Terms of Reference.

The intention for these meetings would be to have lunch face-to-face to share themes, networking and support each other externally. [REDACTED] (MK) noted this should have been made clearer at the outset.

Action: (LH) to discuss the arrangements with [REDACTED] (MC) outside of today's meeting.

[REDACTED] (RM) had trouble hearing the meeting on teams due to the meeting room set up and also worked full time so asked whether a later meeting would be a solution for all. [REDACTED] (DP) indicated the meetings are better face-to-face albeit to ensure the sound and system work properly before the start of each meeting if anyone joining via teams. (GO) reiterated the reasoning for having a face-to-face meeting was for inclusivity and real benefits of being together in one room.

Caroline Cookson (CC) noted that everyone was Chair of their own scrutiny groups who met quarterly. If this meeting was also quarterly, all needed to be mindful of fitting another quarterly meeting into their diaries.



Action: (GO) accepted the suggestion to moving to quarterly meetings subject to views being sought from members. (LH) to create a team's survey form setting out two questions for (a) the meeting to be at lunch time or early evening (b) face-to-face or MS Teams or both to ascertain views from attendees. (LH) to pick up with (MC) and (RM) outside of today's meeting.

3. Group progress updates

(JS) provided an update for ISOB. The focus was on the deliverables and scrutinising TVPs implementation of their Race Action Plan. Received feedback from the Police and implementation was working well.

(GO) had arranged for the applications to go live until the end of May for volunteers interested in submitting their application for the Complaints and Standards Panel and ISOB.

(JSou) had made a 'Whats App Group' to keep in contact with Panel members. (JSou) took up the position of Chair last Thursday and the Complaints & Standards Panel was challenging around work commitments as one member of the Panel had now left.

(DO) led the Rural Crime Partnership. Stuart Hutchinson and his team led on TV Rural Crime Task Force which had recently won an award for their work for the best Rural Crime Task Force in the country. The team meet on a quarterly basis to learn what was going on in rural crime and beneficial to all who attend.

Oxfordshire LCU IAG only had one meeting and pleased that everyone was on board. (DO) dealt with community engagement with two superintendents. (DO) noted that the minutes took a long time to come out and whether there was a specific period of time allocated for minutes to be circulated. Louise Warbrick (LW) confirmed a support officer from the LCU would take the minutes and embed this into the TORs. (GO) indicated the process of producing minutes would go to the Chairs to sign off and approve and at the beginning of the next meeting, the members would be asked whether there were any updates, this process would usually around 10 working days.

Action: (LH) and (LW) to discuss with their scrutiny groups to see how many days turn around for minutes to be drafted and sent out - liaise with Dennis Murray (DM).

(AK) confirmed that population had grown rapidly in Milton Keynes and recruited two members, one being female within the Somalian Community which was working well. There was a need for recruitment as the demographic was very different in Milton Keynes to other counties but continued using due process and members were not 'cherry picked'. (AK) was also involved in the IAG and two major festivals scheduled on 21st June 2025.



Action: (AK) to send the invite to (GO) to attend and would share the findings with today's group.

(GO) would be grateful if all could share any opportunities to community leaders, the PCC, (DM) and (GO) to attend in person.

Action: (AK) was looking at recruitment for the IAG and would liaise with (LW) to support the process.

(MK) had attended four meetings in West Berkshire which provided an opportunity in finding inconsistencies with processes, learning and providing feedback to officers who came back with positive feedback in meetings and now understands the process officers deal with. Once the Chair had been nominated for West Berkshire, this would make a difference. (MK) was vice chairman of an Islamic community and during the summer attends Friday prayers when everyone is together. (GO) and (DM) would welcome the opportunity of meeting with all attendees for visibility.

(DM) was aware of the retention and awareness and met with officers to discuss the Race Action Plan and had carried out videos of (DM's) experience.

(MS) from Bucks IAG took over the role this week in developing the work that (RM) had set up looking at the priorities. One strength was the work with the Muslim community in Chesham and High Wycombe as were looking to develop the Jewish Community.

(RM) was going to first scrutiny panel meeting for Stop and Search next Thursday to see how they were being run. (MS) and (RM) would be meeting Emma Burroughs.

Action: (LW) to re-establish and connect with the Scrutiny Panel for Bucks which had seen two new members and had not met since December 2024. (LW) would liaise with (RM) outside of today's meeting.

(MC) had been put forward for the scrutiny side of things for the IAG which gave critical but constructive feedback. There was a forum for communities to encourage further recruitment. Item 4 and 7 (knowledge sharing) and (community confidence) and noting Maria was super human in her touch-typing abilities and issuing minutes within ten minutes of the meeting, which were shared amongst all the members to include a brilliant CADO. All the work outside of the IAG i.e. the building of trust, calls and available 24/7. If groups had a good CADO in your area it was worth developing them and providing what was needed as the IAG's first port of call was to share practices. It would be good to break down the strategic work for IAG's and important to catch advice and how to capture this more broadly with lessons learned.



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(DM) provided the group with an update from the Trust and Confidence Board. The journey started 12-18 months ago and took on a hybrid role to fill a gap in the policing market and now eight other roles are now similar in other Forces have been created and reported into the DCC using the Trust and Confidence Surveys and Scrutiny & Advisory Boards

Since these have been put in place, the PCC had match funded and fully supported the Board, whilst holding the Force to account. West Mercia and Warwickshire had visited TVP and were in a good space for forward thinking.

(GO) and (DM) encouraged feedback from today's forum to ensure TVP took on the views of the various advisory and scrutiny groups.

PCC Matthew Barber attended today's meeting at 13:52.

4. Trust & Confidence Strategy update

(DM) went through the Trust & Confidence Strategy update for TVP's Mission, Vision and Values, the Forces 10 year strategy and 5 year transformation strategy, annual strategic priorities, OPCC Police and Crime Plan, the Policing Vision 2030 and TVP Communications Strategy which contained four pillars aligned and fit for purpose in relation to the Race Action Plan.

The Trust and Confidence Strategy was focussed both internally and externally to building legitimacy trust and confidence among all communities with procedural justice at the heart of everything TVP undertake.

There were five priority areas for external and internal and the enabling strands for clear communications plan and performance management, with data provision from the MARU Survey for all scrutiny groups to use.

(AK) felt that there ought to be an acknowledgement for the hard work police officers carry out in order to keep the public. As an example, (AK) referred to the October riots, where the Commander and team worked effectively behind the scenes to ensure that Trust and Confidence was maintained and visibly demonstrated within the community. (AK) also mentioned the incidents involving Muslim women who were targeted at Tesco and ASDA in Milton Keynes. In response, the Commander, CADO and team, together with the Chair of the IAG worked together to reinforce trust and confidence within those affected communities. Their efforts helped to keep everyone safe, particularly in the face of circulating false news that was creating tension and had the potential to harm community cohesion.

(AK) felt that it would be a good idea to create an award to recognise the bravery of individual officers who go above and beyond the call of duty to serve and protect.



These slides would go to the Chief Officers on 15 April 2024.

Action: (DM) to share the revised Trust and Confidence Strategy once the feedback received had been reviewed and the strategy updated

5. MARU Survey Results

The Trust and Confidence Survey would be carried out annually to measure Trust and Confidence across TV. The Home Office are developing a performance framework for Trust and Confidence which TV are keen to link in with and guide to support with lessons learned from the work being carried out locally. (DM) and (GO) to liaise with the HO to provide them with the benefit of the development carried out over the last few years.

Action: (GO) to make contact with Simon Dennis at the HO to ensure TV OPCC and TVP are well linked into the Trust and Confidence Performance Framework development being undertaken nationally

(DM) highlighted the overall ratings to the Trust and Confidence Survey in Thames Valley Police vs Trust. In the UK 80% of people had trust in Police and elsewhere was 46%. 7 out of 10 people thought TVP were carrying out a good job. The survey also looked at younger adults and men and it was important to have a 50/50 gender split to ensure all views were received (there were 2500 people who had been surveyed). Spread across the Force, there were a number of surveys in each area to ensure the balance of genders were correct who had the opportunity to speak.

The full analysis had not been carried out yet but Dr Timothy Lowe would be working on the understanding the results now that MARU have balanced the 'weighting' to roughly 50:50 gender split from 62% male respondents and 38% female. One of the biggest challenges noted was when reviewing LCU level data, the number of responses may not be large enough to be statistically viable. (DM) would be working on the LCU commanders to identify actions to address Trust and Confidence locally and would discuss with (GO) if any opportunities were identified for OPCC / PCC engagement.

This does have an impact on society and was supported by IAG Chairs and welcomed.

The group noted that good practices within policing whether officers or staff needed to be rewarded. (CC) confirmed that there was a mechanism to reward and recognise and would be looking at the framework albeit, there were other awards to be given across the Force for Police and staff. For example there was the Community Policing Awards at the end of the year which was for any outstanding work where the Scrutiny Groups were able to nominate and raise profiles.

Action: (LH) to add to the next Agenda 'Police Officers and Staff Reward & Recognition'.



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Action: (CC) would share an outline of what Awards TVP Officers and staff had and send this to all the Scrutiny Groups.

The PCC noted the useful points and how to use the data going forwards and would like to see improvements each year along with mitigating actions to address issues if the data declined. Once there was a final version available, this would be shared with the Scrutiny Panels. The PCC confirmed he would **not** to doing a press release but the data would be published on the OPCC website. A video or bullet points would be provided to the Scrutiny Panel members to support their communities during the year. (DM) agreed with the PCC's approach to publicising the data

Action: The survey would come out to all Scrutiny Panels to read it from their perspective. Any questions from Scrutiny Panels to come into new Head of Performance for the OPCC, Rachel Gilbert (RG) rachel.gilbert@thamesvalley.police.uk who would liaise with (DM).

(DM) and (GO) would be ahead of the game to liaise with the Home Office in relation to Trust and Confidence.

Action: The APCC had contacted the OPCC and (GO) would speak to the PCC to attend the Symposium which was in (GO's) diary. (Update – Invites sent to MB)

6. DEI Review Feedback / concerns

(GO) confirmed the DEI had been published with recommendations for TVP and it was important to note the reviewers commentary in providing a diverse workplace that took into account the needs for every employee rather than just some.

Action: The recommendations were being taken to (DM's) Trust and Confidence Board and (GO) would be scrutinising implementation of the recommendations.

CPF members to feedback to (GO) if they had any questions.

(JS) felt the investigative work was really thorough and everything said about recommendations would be what (JS) would look for and was really important to follow questions up and get an expert reviewer in to provide a response. (GO) noted there was a new head of HR in TVP and each action was being allocated to an 'owner' and updates would go into the Trust and Confidence Board. Policies were being reviewed by HR in consultation with TVP employees and OPCC to ensure clear processes in place.

The PCC noted that West Yorkshire media reports in relation to police recruitment had raised media interest in the DEI Report and the PCC had had a discussion with Sarah Stokes (SS), OPCC Comms on how to deal with the media.

7. Internal & External Comms planning



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(SS) provided an update with Mel Reedman (MR) and (CC) from TVP Comms and clarified with the Scrutiny Panels what their roles entailed. There would be a process in place and implementation of a Trust and Confidence communications strategy with collaboration between OPCC and TVP communication teams to ensure consistency of approach and messaging. The learning from Scrutiny Groups would come into TVP and add value to communities and would be useful to identify what the Scrutiny Panels required in order to reach out to their communities or whether the Scrutiny Panels required any support or guidance on social media.

TVP would be involved with engagement and learning and these would be published on the website. It was noted that most of the community would not read the minutes and TVP could support the Scrutiny Panel members on how best to share the minutes. Comms had pages on neighbourhood areas and by entering in a postcode, allowed you to make contact to local contact teams in order to deliver.

(DO) felt the minutes should go out to Town and Parish Councils. (MR) felt that the Scrutiny Panels could share these and how to make this information 'digestible' when sharing with them although it was more about the "how".

(MS) would like to see little infographics or bite chunk videos as communities would watch them rather than reading long minutes.

(MC) felt that consideration to holding these meetings elsewhere may capture the audience especially with younger people as there was a need to build up links e.g. hold a meeting and sell to the younger people how a meeting is chaired for transparency. IAGS needed to go out to communities.

The PCC felt there were two areas where interest lied. What you are all doing and the good work carried out through Trust and Confidence and to know that there was work that was being carried out. Telling communities about all the work that Advisory and Scrutiny Panels deal with by holding community meetings and listening to their concerns and explaining the challenges officers faced. In the last year, there had been significant improvements by using social media, press release of local work carried out and this generally sets out the fact that the Police are there. The PCC would be sending out a survey shortly via (SS) to go out to all Parish Councils to ask for feedback about what communities are interested in hearing about and how they want to be communicated with.

8. AOB

(SS) asked whether today's attendees would like to take part in having a photo with the PCC after today's meeting and all agreed.



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The meeting was useful today and (GO) was happy for the members to feedback any agenda items for discussion at future meetings.

Date of next meeting: Monday 6 October 2025 10:00-12:00pm TVP HQ South Conference Hall.