

## ISOB meeting minutes

21/7/25

13:00 – 15:00

HQ South & Teams

In attendance:

		ISOB Chair
		ISOB
		ISOB
		ISOB
		ISOB
		ISOB
		ISOB
Lisa Honess	LH	Trust and Confidence Support Officer OPCC
ACC Dennis Murray	DM	ACC Legitimacy and Public Value, TVP
Gillian Ormston	GO	Chief Executive, OPCC
Rachel Gilbert	RG	Head of Performance, OPCC
Karen Adamson	KA	Bucks CADO, TVP
Kulbir Brar	KB	E Berks CADO, TVP
Nita Pankhania	NP	Business Partner, Diversity, TVP
Phil McCoy	PM	Staff Officer to ACC Murray, TVP
Rupi Gill	RG	SAME, TVP
Tripatdeep Pannu	TP	W Berks CADO, TVP

### Minutes:

**Minutes from 22/5/25:** approved

**Recruitment:** [REDACTED] recruited. One more wanted for Bucks.

**ACTION:** LH to revamp recruitment to target Bucks

### Section 60 discussion:

CL felt the narrative provided was helpful.

Question (CL): What is the perceived benefit for S60, and how is this evidenced?

Answer (DM): There are 3 key things to consider in handling an incident:

1. How to deal with it
2. Immediate prevention of further problems
3. Longer-term management

S60 falls is a key tool for immediate prevention of further problems.

AJ said in Slough there used to be quite a lot of S60 but it has dropped in the last 6m. In the community the main concerns are around the causes of S60s – knife crime etc, and whether these are being addressed, rather than the S60s themselves.

Question (CL): How would we know if a S60 was in place for the appropriate length of time?

Answer (DM): if the S60 approval was correct.

KA: S60s are now being reviewed by Community Scrutiny Panels (CSPs)

DM: Should this group morph into a Trust & Confidence Oversight Board given that the PRAP is winding up?

Discussion around ISOB members attending local CSP meetings (currently inconsistent across TV), and how to close the communication loop so that outcomes of CSP scrutiny are communicated to ISOB and to the external community. FK/JS have done lots of work to raise awareness and understanding of S60s in MK which has given reassurance particularly to parents. Stakeholder management is important to identify the Gatekeepers to some communities.

**ACTION: DM to discuss with Ben Clark:**

1. raise the question of what hygiene questions need to be asked in relation to S60s with Ben Clark
2. and education questions
3. and the possibility of doing a community trigger to say that the force must contact their local ISOB member before issuing a S60.

KA explained that a full Comms package that goes around a S60.

JS pointed out that some generations just won't see certain Comms routes at all.

KA: does there need to be a standardised package of Comms routes around S60?

### **Local Insights**

JS shared feedback from 2 recent ISOB interviews who described a really poor community relationship with policing in their area (Reading) especially with young people and females, and a real lack of confidence that they would be served in the best way by police as members of the black community.

**ACTION: LH to add this to the AOB section of the ChairPerson's Forum meeting.**

DM: the most recent Trust & Confidence survey showed a higher level of confidence among black people than the rest of the country, and this was highest amongst people (stats were checked 3 times).

FK: Non-responsiveness of police is a key issue

KA: the volume of abstractions is a huge problem with this, and community relations work tends to suffer

FK: Communities want to Feel Heard and to Be Responded To.

### **ISOB National Report:**

DM: WB will undertake a gap analysis between TVP performance and the national report which will be completed by September. TVP always had an exit plan for the PRAP to be put into a wider Trust & Confidence Strategy, but this has not been the case across the country. TVP will develop its own framework for trust & confidence and has developed a 'Consolidated Recommendations Tracker' to help with this.

CL requested that community comms be a focus in the gap analysis work.

### **Comms Strategy:**

**ACTION:** Comms to present a Delivery Plan to go with the Comms Plan to include dates, deadlines and task owners.

**ACTION:** LH to send finalised version of the T&S Strategy when it is available.

**TOR Review:** JS will review this offline with GO and DM and bring back to a future meeting for discussion and ratification.

### **Forward Focus:**

DM: We want to develop a framework for the T&C approach. Has already asked for a sentiment survey; internal sentiment; disability complaints; use of powers; consolidated recommendations; PRAP update; updates from support networks;

**ACTION:** What would ISOB members like to see in that framework to measure T&C across the police? Answers to RG by the end of August.

**ACTION:** RG to pull together all the feedback into a presentation for the next meeting.

**Academic Research on community positivity around sharing ethnicity:** DM has shared report produced by DH with Contact Management, someone who is working on improving recording, and Recruitment. Will also be sent to HR and shared with HMIC.

**ACTION:** DM will ask those parties who he has shared this document with for what actions they will take as a result.

AOB: College of Policing call for practice on examples of good or innovative practice to support the work of the PRAP.

NP: when TVP has events or conferences, one thing putting people off attending was having to ask. TVP has implemented an automatic change of duty for people to be able to do this. Also changes to pronto for stop & search. How the PRAP has been adapted to fit into the Trust & Confidence strategy. The listening circles, looking at doing more of these for crime as well. The reverse mentoring which has been done as part of the PRAP but also for LGBT. Have already shared the Race Equity training and Healthy Cultures training.

### **Key Messages from ISOB July 2025:**

- 1. Narratives have been provided around the justification for Section 60s which have reassured ISOB that these are used in appropriate circumstances**
- 2. TVP and ISOB have engaged in discussions on the transition of the Police Race Action Plan into the new Trust & Confidence approach**
- 3. ISOB have been commissioned to do some work on around the Trust & Confidence framework which will hold the force to account on their performance against the aims of the strategy**
- 4. The OPCC will be recruiting for one more ISOB member to represent Buckinghamshire**