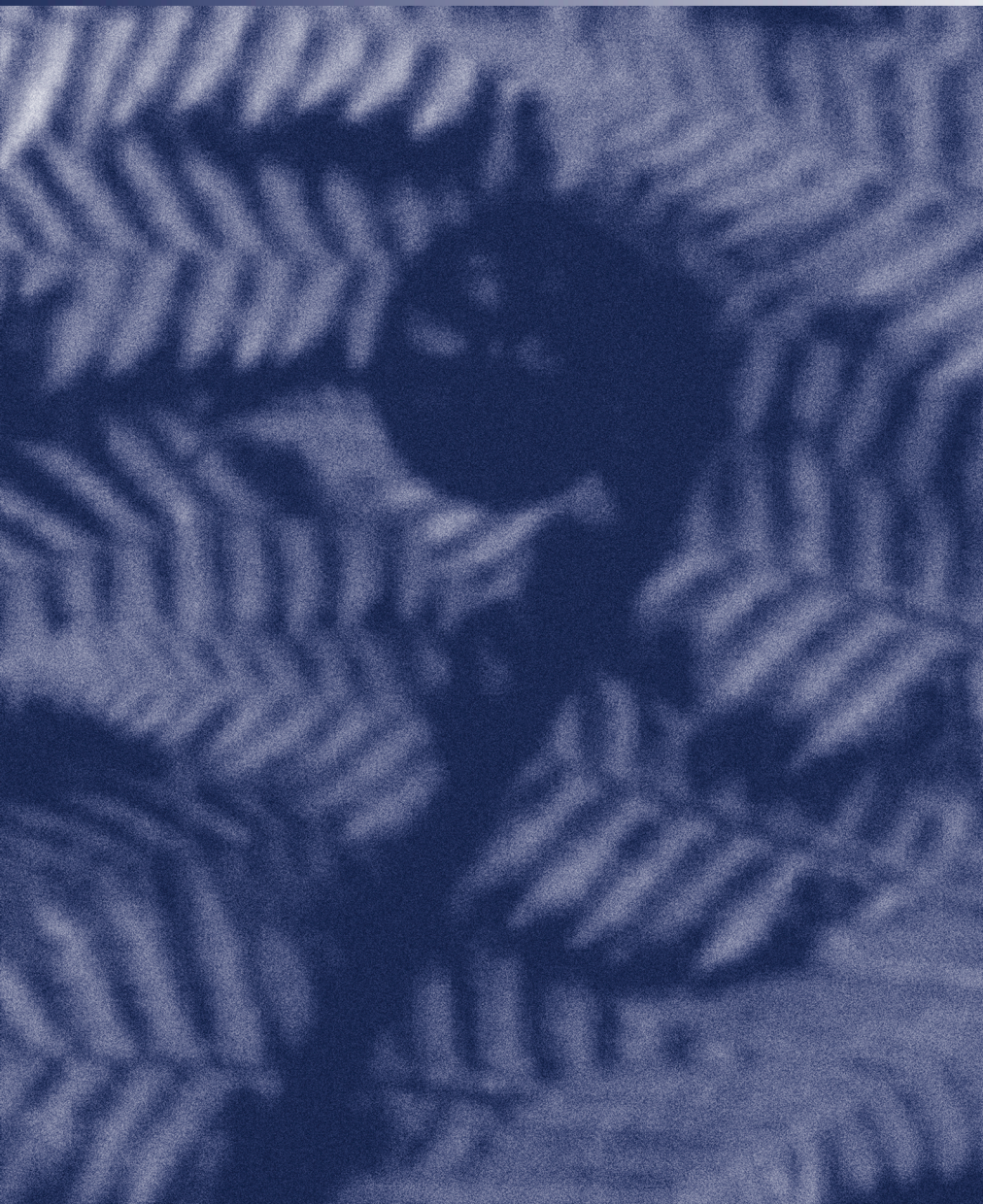


Reports from Service Centres and Other Groups



Operations Group

Purpose/Objective

The Operations Group provides measurable, quality service to its internal and external customers through service deliveries agreed with the Commissioner, in the provision of policy development and national co-ordination of both specialist and general policing.

Achievements 2000/2001

- East Timor, Solomon Islands. Thirty-six officers took part in policing duties in East Timor as part of UNTAET during the year and a further 18 Officers were part of the International Peace Monitoring Team in the Solomon Islands.
- Pacific Peoples Police Assistance. The Operations Group provided training for 11 Pacific Island Police Officers for deployment to the Solomon Islands as part of the International Peace Monitoring Team.
- Emergency Management including search and rescue. During the year this team focused on assisting Districts with the implementation of the New Zealand Coordinated Incident Management System (CIMS) and the new Civil Defence Emergency Management Bill.

Also co-ordinated the introduction of the Memorandum of Understanding with the New Zealand Land Search and Rescue Association.

- Youth Education Service (YES). During the year, 135 Police Education Officers continued to work with classroom teachers to deliver programmes in schools. These programmes are designed to prevent youth victimisation, youth offending and the involvement of youth in road crashes. Police Education Officers delivered programmes to the following number of children and young persons:

Crime prevention	52,541
D.A.R.E. programmes (excluding Drive to Survive)	36,010
School Road Safety Education	142,600
Violence prevention	93,229

- Special Operations. The Special Operations Team coordinated the security and policing requirements 11 VIP tours to New Zealand.

The team also reviewed the security arrangements for the Prime Minister and the Governor General.

Co-ordinated the major anti-terrorist exercise “Guardian”.

- Specialist Groups
 - Armed Offenders Squads - attended 458 callouts during the year (26,370 hours)
 - Police Negotiators Teams - attended 284 callouts (2,737 hours)
 - Specialist Tactics Group - 15 part deployments. Between August and early October STG members were deployed to the Sydney Olympics in support of the New South Wales Police.
 - Specialist Search Groups - attended 91 events
- Youth Aid Section. A total of 44,841 offences committed by children and young persons were cleared. This represents 21.9% of all offences recorded and resolved during the year.

Of these 10,672 were cleared by warning, 27,002 by youth aid “alternative action” plans or warnings, and 7,167 by Family Group Conferences, (including prosecution). 84% were dealt with by way of Police action only and 16% were referred for Family Group Conferences, either by the Police or Youth Court.

Towards 2002

Some of the main issues for the next year include; the Queen’s visit in October, the operationalising of the Youth at Risk Project, the implementation of the new National School Road Safety Strategy Plan currently being developed and the completion of the Kia Kaha bullying programme through to secondary school level.

A key project for the Operations Group during 2001/2002 will be the examination of practice and procedures around the use of less than lethal force. The group will also be involved in legislation amendments, with the introduction of the Corrections Bill and the Civil Defence Management Act.

SUPERINTENDENT NEVILLE MATTHEWS
OPERATIONS

Dog Section

The New Zealand Police Dog Section has an operation strength of 118 general purpose teams (four of these are dual trained to find narcotics), 11 narcotic detector dog teams, two firearms detector dog teams and three explosive detector dog teams.

General purpose teams attended a total of 39,764 calls during the year. This lead to the apprehension of 6,729 offenders and the clearance of 9,480 offences. Property, excluding motor vehicles, to the value of \$493,717 was recovered.

The specialist and dual trained narcotics teams attended 3,608 calls for service during the year with 705 finds.

The Royal New Zealand Police College (RNZPC) Dog Training Centre trained 28 general purpose dog teams and three narcotic detector dog teams for the NZ Police, five narcotic detector dog teams for the NZ Customs Service, two narcotic detector dog teams for the Department of Corrections and a narcotics detector dog for Australian Correctional Management Limited who run the private prison in Auckland

The RNZPC Dog Training Centre also trained a narcotic detector dog team for the Cook Islands Police.

S/SGT BRENDON GIBSON
DOG TRAINING CENTRE

Cultural Affairs

Purpose/Objective

- develop positive attitudes between Police and Māori and Pacific communities;
- bring the voice of Māori and Pacific communities into decision making and operational procedures; and
- implement strategies to reduce the incidence of offending, victimisation and road trauma for Māori and Pacific peoples.

Achievements 2000/2001

Māori

- all Police districts took part 'Reducing Inequalities' capacity building programme through Regional Intersectoral Fora (RIF);
- 35 iwi liaison officers have been established across 12 districts;
- presentation to Commissioner and Māori Focus Forum of strategic issues and response strategies towards 2003;
- Māori culture, tikanga and language has been incorporated in the RNZPC environment. Kaumatua of Ngāti Toarangatira Iwi were welcomed to RNZPC. Development of 'Te Rito' wananga room started. Pōwhiri extended to all in-coming recruit wings and external courses;
- Commissioner's Māori Focus Forum terms of reference were reviewed. The forum was convened three times during year and provided guidance, support and advice on strategy, policy and operational matters.
- strategy developed to increase Māori recruitment to be implemented next year; and
- Te Puni Kōkiri review of Police responsiveness to Māori commenced in May 2001. Report to be published October 2001.

Pacific

- six police districts took part in the 'Reducing Inequalities' Pacific capacity building programme across the key eight areas identified as having greatest density of Pacific population;
- milestone targets 2000/2001 were set for specific police districts as part of Pacific Programmes of Action reported back to Ministry of Pacific Island Affairs (MPIA);
- Police Responsiveness to Pacific Peoples strategy draft developed;
- developed a draft 'best practice' training plan for Pacific peoples' providers;
- strategy to increase Pacific recruitment was developed as part of the national recruitment campaign;
- Memorandum of Understanding (MOU) finalised with Pacifica Women's National Group and with Pacific Island Women's project, a national collective of women's organisations;
- MOU between Police and MPIA signed on April 2001 by the Commissioner and CEO of MPIA;
- developed MOU between Police and Komiti Pasifika as part of NZ combined Trade Unions;
- Pacific Liaison officer position established in Counties Manukau police district; and
- Pacific Workbook was released to internal police personnel including policing development managers.

Towards 2002

The following areas will continue to be focus points for the forthcoming year:

- building our capability to be responsive to Māori and Pacific Peoples;
- developing relationships with Māori and Pacific Peoples;
- improving and/or establishing multi-agency relationships and partnerships to facilitate better service delivery; and
- supporting Māori and Pacific growth in their capacity to prevent, resist or be intolerant of crime, victimisation and road trauma.

SUPERINTENDENT PIERI MUNRO
CULTURAL AFFAIRS

Communication Centres Service Centre

Purpose/Objective

Communications Centres provide the Police with the capability to undertake two important functions. The first is to answer all Police related '111' emergency telephone (and fax) calls, and to answer other calls for service

from the community that require a dispatched Police response. The second function is to dispatch Police resources to events requiring Police attendance and to monitor the activities of operational Police staff to provide an effective, efficient response to calls for service and a safe working environment for Police officers.

Achievement during the year

During the year the Communications Centres have answered 368,144 '111' emergency calls and 822,469 'general' calls for service. They have also handled 44,622 'Allied Emergency Service' calls, from organisations such as ambulance services, hospitals, security firms, and airport control towers. The answering of these calls, and activity by operational police staff, resulted in 1.46 million events being entered into the CARD (Communications and Resource Deployment) system for actioning by Police. The CARD system provides Police with an ability to effectively respond to the incidents requiring police attendance and also provides a valuable intelligence data source on where Police activity is occurring for the purposes of operational planning and deployment.

The centres have clear service level targets set for them in the Departmental Forecast Report⁶⁰ and during the year they achieved service levels of 82.0% for '111' calls and 69.1% for 'general' calls.

Towards 2002

The service centre intends to work towards the following goals during the coming year:

- a focus on consistently achieving the service levels set for the centres during the 2000-2001 year;
- implementation of the defined role for the Communications Centres within New Zealand Police;
- a strategic plan that will focus and lead the centres to provide an even better service to the public of New Zealand and the police staff whom they serve;
- improvements within a range of current operating services to make them simpler, more robust and more useful to operational Police staff; and
- a continued search for better processes and technologies to support members of the community requiring police assistance and the police staff who rely upon the centres.

SUPERINTENDENT ATHOL SOPER COMMUNICATION CENTRES

60 THE REQUIRED STANDARD IS 90% OF 111 CALLS ANSWERED WITHIN 10 SECONDS AND 80% OF GENERAL CALLS ANSWERED WITHIN 30 SECONDS.

Traffic Operations Support

Purpose/Objective

- provide the Minister of Police, Minister of Transport, Commissioner of Police and Police Executive with specialist road policing advice;
- develop and prepare road policing programmes, co-ordinate special events, contribute to the development of road safety publicity, and provide reports on road safety;
- manage initiatives relative to road policing, including provision of equipment and systems to facilitate service delivery;
- national co-ordination of Commercial Vehicle Investigation Unit activity. [This unit is now a service centre with the manager reporting to the National Road Safety Manager.];
- develop and maintain strategic partnerships at a national level;
- ensure timely throughput and accuracy of processing at the Police Infringement Bureau; and
- ensure that equipment used for road policing is properly maintained and that calibration is maintained at the highest level.

Achievements 2000/2001

New Zealand Road Safety Developments

The annual New Zealand Road Safety Programme (NZRSP) describes and defines police road safety activity.

Police acknowledge that they cannot dramatically reduce road trauma acting alone. Strong, effective and lasting partnerships between Police, the transport industry, road safety co-ordinators, local authorities, and the wider community are the key to safer roads and healthier communities.

This year has seen the introduction of the Highway Patrol in 11 of the 12 Police districts. The Highway Patrol is focussed on proactive enforcement and is staffed by dedicated members to ensure a high level of expertise and quality enforcement interventions.

The ACC stop bus programme was extended into four more districts during the year. The development of the Intelligence project was a major commitment during the year. This project saw the development of a Risk Targeted Patrol Plan programme, for throughout the country.

Legislation Changes

The Land Transport Act 1998 allowed Police to impound the vehicles of drivers involved in serious traffic offending. This provision came into effect in May 1999. In the first complete year (July 1999 to June 2000) 12,992 vehicles were impounded. In the past year (July 2000 to June 2001) 12,850

vehicles were impounded. This programme has seen significant shifts in the number of disqualified drivers being detected.

Road Toll and Offences

In 1999/2000 the road toll was 492 compared with 466 for the year 2000/2001. This continues the trend in reducing the road toll. Strong emphasis on existing alcohol and speed, as well as poor driving behaviour continued. The number of disqualified driving offences continued to drop and the Highway Patrol was introduced. A 10 km/h tolerance for all speeding offences was also introduced. It is still too early to evaluate the impact these have had on the levels of road trauma.

Towards 2002

- continue to provide specialist road policing advice;
- co-ordinate the final roll-out of the Highway Patrol;
- continue the development of the national traffic intelligence project and ensure that districts resources are targeted to risk;
- finalise the introduction of the ACC Stop Bus programme in the rural areas of Northland, Waikato, Central and Southern Police districts;
- nationally co-ordinate fatal crash analysis and monitor technology developments which will enhance the accuracy and timeliness of crash attendance and reporting;
- manage a comprehensive review of Police initiated road closures to ensure minimum disruption to travellers;
- support the National Road Safety Committee and the 2010 Road safety Strategy Development process;
- develop a differential driver licence standard for Police and review Police driver training and driver standards;
- analyse business practices to ensure full advantage is taken of new technology to maximise patrol effectiveness and efficiency; and
- re-commence the peer training programme with staff visiting Australian jurisdictions to develop their awareness.

SUPERINTENDENT STEVE FITZGERALD
TRAFFIC OPERATIONS SUPPORT

Police Infringement Bureau (PIB)

Purpose/Objective

The Police Infringement Bureau provides a service to Police districts and the Office of the Commissioner in support of speed camera operations, processing of infringement and offence notices issued by Police.

As a national centre, the PIB achieves cost savings through economies of scale and is able to apply uniform standards. The PIB is heavily supported by outsourced contractors for services not directly related to core police business and without potential to compromise community service expectations.

Achievements 2000/01

- processed 808,665 speed camera photographs – the most photographs processed in any 12-month period. This was due, in part, to the change from the 85th percentile trigger speed to a 10 km/h tolerance;
- processed 608,174 traffic infringement/offences, an increase of 160,000 on the previous year's total. The increase was due primarily to the introduction of the highway patrols;
- processed 13,425 Roadwatch complaints, representing a 30% increase;
- processed 2,658 liquor infringements; and
- introduction of a night shift to cater for the increased number of photographs and traffic infringement/offences.

Towards 2002

- examine digital imaging camera technology to determine whether a replacement is available to replace the existing (wet film) cameras, which are 8 years old; and
- cater for a further increase in traffic infringement/offences when additional highway patrol staff are engaged during the year.

INSPECTOR MATT FITZSIMONS
POLICE INFRINGEMENT BUREAU

Commercial Vehicle Investigation Unit Service Centre (CVIU)

Purpose/Objective

The CVIU Service Centre provides a specialist commercial vehicle surveillance and investigation service. The activities of the CVIU ensure Police contribute to the following results:

- a reduction in the number of crashes where the truck driver was at fault;
- an increase in the value of Road User Charges (RUC) revenue collected;
- dangerous goods;
- driving hour logbooks;
- load security;
- road, bridge and vehicle weight limits;
- transport licensing; and
- vehicle and load dimensions.

Achievements for 2000/2001

The last 12 months have produced some notable achievements at both the national and operational levels. The CVIU Enforcement Standards Guide was produced to provide clear direction to CVIU members and to remove uncertainties within the transport industry. All unit members have been issued with copies, as have the various industry associations.

As a result of additional funding from Government in last year's budget, the staff at the weighbridges have been able to introduce a mobile capability to their operations. This new initiative has enabled unit members to better target those operators who have previously avoided weigh bridges.

Towards 2002

The year 2001/2002 will see the start of some major projects aimed at reducing offending within the transport industry. These include:

- working on a joint Land Transport Safety Authority (LTSA)/NZ Police project to pilot and enhance the collection of information from roadside vehicle stops. This project will include the categorisation of vehicle stops, the information to be collected at each category of stop, the development of risk profiling, and consideration of how this information is used to develop the CVIU's intelligence capability and accessed by the LTSA for safety rating purposes;
- developing a five year plan setting out the strategic direction of the unit; and
- developing a strategic and tactical intelligence capability within the CVIU to ensure that areas of greatest risk are targeted and resourced.

INSPECTOR IAN JAMES

COMMERCIAL VEHICLE INVESTIGATION UNIT

Police Prosecutions Service Centre

Purpose/Objective

The Police Prosecution Service has now completed two years of operation, following the recommendation of the Law Commission in its discussion paper, "Criminal Prosecution" (1997) that the Police should establish an autonomous, national, career-orientated Prosecution Service. Grouped nationally under a National Manager, the Prosecution Service currently has 147 sworn and non-sworn prosecutors and 47 prosecution clerks located in 39 offices throughout the country.

The role of the Prosecution Service is to manage and resolve cases:

- impartially, effectively and efficiently;
- in the public interest; and
- with excellence and integrity.

Prosecutors' responsibilities include appearing on behalf of the Police informant at all stages of District Court summary hearings, preliminary hearings and the hearing of miscellaneous applications (such as firearms licence appeals). They conduct defended Youth Court fixtures and represent the Police at Coroner's inquests and at miscellaneous hearings such as Liquor Licensing hearings.

Achievements 2000/2001

- contributed to broader based community resolution strategies, such as Restorative Justice involving Police and community diversion schemes;
- continuation of primary advocacy skills training for prosecutors, the majority having now completed their training requirements;
- developed a policy, practices and procedure guide for prosecutors;
- increased judicial satisfaction in the delivery of Police prosecution services;
- achieved significant progress in the professional development framework;
- developed a new national bail form in consultation with the Judiciary; and
- supported Department for Courts in setting up court-based Victims Advisers.

Towards 2002

- establishing and implementing a Prosecutions Service strategic plan;
- continued review and streamlining of Prosecutions Service processes including police diversion and restorative justice programmes;
- establishing an advanced advocacy skills training programme for prosecutors;
- increasing the number of legally qualified prosecutors;
- preparing to implement "Victims Rights" requirements in the prosecutions area; and
- continued support for other initiatives in the District Court.

SUPERINTENDENT GRAHAM THOMAS
NATIONAL PROSECUTIONS

Licensing and Vetting Service Centre

Purpose/Objective

The Licensing and Vetting Service Centre has five primary functions:

- administration of the New Zealand Police Photographic Image Management System (PIMS). This database holds the national prisoners photograph collection and firearms licence details;
- managing firearms control, including the administration of the Arms Act

1983 and Arms Regulations 1992, the issuing of firearms licences, the training of firearms licence applicants and the development of policies and strategies to enhance the safe use and control of firearms;

- providing a vetting service to organisations whose primary function is the care of young people, older people and the more vulnerable members of society. These include a wide range of childcare and voluntary organisations;
- validates identities held on Police computer systems; and
- provides a 24-hour communication service to the Office of the Police Commissioner.

Achievements 2000/2001

The Service Centre has been involved with the development of the Education Amendment Bill and a best practice guide for those who provide homestay for foreign fee paying students.

Considerable planning has been completed for firearms relicensing, due to begin in November 2002.

The standard of prisoner photography has been reviewed. It is planned to introduce national standards for taking photographs.

INSPECTOR JOE GREEN
LICENSING AND VETTING

Crime Service Centre

National Crime and Forensic Group

Purpose/Objective

The National Crime and Forensic Group comprises a range of services to support the investigation of serious crime, analyse forensic evidence, and to manage operational and strategic criminal intelligence.

The seven business units within the National Crime and Forensic Group are the:

- National Bureau of Investigation Support (NBIS);
- National Bureau of Criminal Intelligence (NBCI);
- Technical Support Unit (TSU);
- National Fingerprint Office;
- Document Examination Section;
- Electronic Crime Laboratory (ECL); and
- Police Armoury.

The National Crime and Forensic Group provides:

- specialist investigation support to Police districts (eg undercover programme and witness protection programme);

- specialist fingerprint identification services and control and maintenance of AFIS21;
- liaison and investigation support to districts and international law enforcement agencies (eg Interpol, Overseas Liaison Officers);
- support and liaison to other government law enforcement or intelligence agencies (eg Combined Law Agency Groups; NZ SIS);
- operational and strategic criminal intelligence services to Police districts, agencies and the Executive (eg NBCI units);
- statutory reporting requirements (eg Misuse of Drugs Act 1975, Financial Transactions Reporting Act 1996, Criminal Investigations (Blood Samples) Act 1995; and
- Specialist forensic techniques to Police districts and other agencies (eg Document Examination, Armoury, ECL).

Achievements 2000/2001

- continued development and upgrading of the Criminal Investigation Database (CID);
- development and implementation of the Air Support Unit Contract (Operation Eagle);
- continued development of strategic partnership with ESR and entering into a three year contract 2001/2004 for delivery of forensic services;
- implementation of a plan to increase forensic capability in electronic crime investigations; and
- substantially increase the size of the DNA database and maintaining a high rate of success in linking crime scene samples to databank samples.

Towards 2002

- further explore and develop capability for making use of palm prints by entering onto AFIS21 system;
- develop capability in serious crime forensic support through ESR;
- enhance intelligence gathering and dissemination capability within Police;
- further develop and enhance the capability in the Electronic Laboratory; and
- review implementation of organised crime strategy.

DETECTIVE SUPERINTENDENT BILL BISHOP
NATIONAL CRIME MANAGER

Fingerprint Section

The National Fingerprint Section, Crime Service Centre based at Wellington is responsible for the processing of all prisoner fingerprints, taken at the time of arrest. The resulting identifications from these fingerprints assist in maintaining the police criminal and traffic history records of all offenders. A national database of prisoner fingerprints is held on the Automated Fingerprint Identification System (AFIS) database, which currently holds over 455,000 sets of prints.

Police Districts are provided with crime print identification services through specialist Sections situated at Auckland, Hamilton, Wellington and Christchurch. These Crime Print Sections are responsible for the identification of latent fingerprints from crime scenes and exhibits. They also provide expert fingerprint services at the scenes of major crime.

Crime Print Section staff are able to access the AFIS computer from their remote locations to search latent fingerprints against the database collection.

The implementation of the NEC AFIS21 computer last year has enhanced the fingerprint identification process with a faster identification of suspect prints. While the AFIS technology assists in the identification of fingerprints in all cases, 50% of the crime print identifications were a direct result of AFIS (computer) recognition. These identifications would not have been made under a manual system.

Future plans to implement a palm-print search system will ensure improvement in the capability of the fingerprint sections in the identification of criminal offenders.

Fingerprint technology relies on experienced and dedicated staff to achieve the best results and the quality “catches” achieved during the year are a positive reflection on the ability and enthusiasm of the fingerprint team.

The juvenile voluntary print initiative is still providing very good results. Statistics for this past year indicate that a valuable percentage (on average about 11%) of the crime print identifications were made from voluntary juvenile prints.

The statistics shown on page 190 outline the volume of work carried out by the Fingerprint Section. With recent improvements in the AFIS recording system a fuller breakdown will be available for next year’s report showing the number of identifications per crime type. This will better indicate the impact of fingerprint clearances on reported crime.

INSPECTOR JOHN WILLIAMS
FORENSIC SERVICES ADVISER

Legal Service Centre

Purpose/Objective

The 21 Legal Services staff provide specialist legal services to the Office of Commissioner and the five service centre locations (Auckland, Rotorua, Wellington, Christchurch and Dunedin). They provide advice on law reform, privacy and specialist legal issues to the Office of Commissioner and districts.

Achievements 2000/2001

Legal Services has led Police input on reform and advice concerning a number of key statutes for policing, including the:

- Crimes Amendment Bill (No 6) - which rewrites part 10 of the Act from theft through to wilful damage;
- Criminal Investigations (Blood Samples-Burglary Suspects) Bill - which reviews expansion of the Act to include bodily samples, suspect samples for burglars and a range of administrative matters;
- Civil Defence Emergency Management Bill - which provides for planning and preparation for emergencies and for response and recovery in the event of an emergency;
- Prostitution Reform Bill - a Private Member's Bill with one of its aims being to decriminalise prostitution. Police are advisers to the Justice and Electoral Select Committee that is currently considering this Bill; and
- Victims Rights Bill - a Bill to amend the Victim of Offences Act 1987 and improve the rights and services available to victims.

SUPERINTENDENT DAVE KERR
LEGAL SERVICE CENTRE

Police Internal Investigations

Purpose/Objective

Internal Affairs Section, Office of the Commissioner, reports to the Deputy Commissioner: Operations. The aim of the section is to preserve the ethics and integrity of the New Zealand Police by co-ordinating complaint and disciplinary processes in accordance with legislation.

The Police Complaints Authority is the independent statutory body with responsibility for overseeing and reviewing all complaints against the Police. The Authority is notified of all complaints against Police and also any incident in which a member of Police acting in the execution of the duty causes or appears to have caused death or serious bodily harm to any person.

See page 186 for summary of complaints against the Police.

SUPERINTENDENT PAUL NICKALLS
INTERNAL AFFAIRS

Human Resources Service Centre

Purpose/Objective

The Human Resources Service Centre provides specialised advice and services to districts, the Office of the Commissioner, and Service Centres. The centre comprises 10 functional areas, these are:

- Recruiting;
- Welfare Services;
- Psychological services;
- HR Management to the Office of the Commissioner and associated Service Centres, including co-ordination of nationally advertised positions and the JE Leader (job evaluation system);
- Payroll and Benefits;
- Human Resource Information Systems;
- Honours and Awards;
- Grievance and Disputes management;
- Medical Services; and
- Employee Relations.

Achievements 2000/01

- development of service level agreements with districts and Service Centres;
- development of implementation of a strategic plan for the Service Centre;
- development of an alternative resolution process for the settlement of employment grievances and disputes;
- further development of the Peoplesoft HR system including transfer of leave from the Police Human Resource Information System (PHRIS) system to Peoplesoft, increasing report functionality and building a new general ledger interface with the finance information system (SAP);
- completion of the first phase of Trauma policy review and development and implementation of the revised trauma policy;
- development and implementation of injury absence management policy and procedures;
- development and approval of the overarching injury/illness rehabilitation policy;
- sponsorship and promotion of a review of Police Medical Officers;
- partial devolvement of the appointments process to districts;
- implementing the general wage round, including the compressed constable's settlement;

- instigating major recruitment campaign; and
- trial of Recruitment Assessment Centre in Auckland.

Towards 2002

The HR Service Centre intends to work towards the following goals during the coming year:

- further development of Peoplesoft, including the training and development of Service Centre staff to minimise reliance on outside contractors and save costs;
- Peoplesoft available on the enterprise network;
- achieve a significant reduction in the amount of sick leave taken by staff through promotion and compliance with injury/illness absence management policy;
- continuation of the trauma policy review; and
- continuation of major marketing programme to increase number of recruits.

TONY MCCABE

HUMAN RESOURCE SERVICE CENTRE

Staff Safety

Achievements 2000/2001

In the past year, there have been two major achievements in improving safety of Police staff:

- Staff Safety Tactical Training Programme

In July 2000 Police introduced a new integrated, mandatory training package to raise sworn staff's awareness of risk assessment and regularly refresh skills in the use of tactical skills such as handcuffing, applying holds and the use of batons and firearms.

- Health and Safety Systems

Police have maintained their membership of the ACC Partnership Programme for 2001/02.

A Police Workplace Safety and Health Guide has been made available in every workplace. This includes information about how to report hazards and accidents, a list of generic police hazards and their controls, and a list of who staff can contact about safety, health and welfare issues.

A computerised hazard, accident and use of force reporting system has been developed and will be implemented in 2001/02.

Towards 2002

Police Safe Working Groups have been established to review hearing conservation, assaults, psychological harm and OOS (occupational overuse syndrome).

In the coming year a profile will be developed of each rural station to identify hazards unique to each station and generic to rural policing so existing controls can be assessed and modified as necessary.

ASSISTANT COMMISSIONER JON WHITE
HUMAN RESOURCES

Information and Technology Service Centre

Purpose/Objective

- commissioning and managing projects to deliver Police strategic initiatives by developing and improving Police capability; and
- provide the information technology and communications infrastructure and services to support police capability.

Achievements 2000/2001

The Police I&T Service Centre undertook a significant number of projects (35) in the 2000/2001 year. Two major projects were replacement and support of the computing infrastructure and the strategy to replace the Law Enforcement System (LES - known as the “Wanganui Computer”).

The significant projects completed were:

- replacement of the mainframe based help desk application;
- migration of stations servers from the OS/2® operating system to Microsoft NT®;
- implementation of the Criminal Investigation System (CID);
- delivery of electronic mail and bulletin board applications for all Police personnel;
- delivery of the MAPS based intelligence application;
- video conferencing;
- data warehouse (Decision Support Application);
- reducing the total cost of ownership by re-negotiating key service contracts with external vendors;
- group re-structuring and the establishment of the business units to separate production from development; and
- completion of the National Strategy for Police Information and Technology Systems (ISSP)

In addition I&T support the following technical infrastructure systems:

- Land Mobile Radio Network (the Police radio network);
- the Police telephone network (Integrated Communications System); and
- Police data network (Police Enterprise Communications Network and the Bandwidth transmission network).

I&T also arrange contract and vendor management to support the business applications used internally including:

- support of the Communications Centres used by Police and the Fire Service;
- support of the Law Enforcement System (the Wanganui Computer);
- support of the Intelligence System (NIA), Criminal Investigation System (CID), Intelligence mapping system (MAPS), data warehouse (Police Decision Support); and
- support of the financial and human resource systems.

I&T provides support to the business through the Help Desk and field support and provides consultancy to internal customers. I&T also provides support for:

- specialist groups and for special operations;
- desktop support; and
- applications support.

Towards 2002

The Centre will focus on major projects to replace the computing infrastructure including, commencing the migration or replacement of LES, port inl applications from the IBM mainframe, upgrading the Communication Centre infrastructure and building interfaces to Justice Sector new systems.

These major projects will contribute to the Police Business Strategy by reducing the cost of systems, improving information access and delivering systems for improved collection and reporting.

ROHAN MENDIS	MURRAY MITCHELL
INFRASTRUCTURE BUSINESS UNIT	APPLICATIONS DEVELOPMENT & SUPPORT

Training Service Centre

Purpose/Objective

The Training Service Centre has two broad functions;

- governance and provision or brokering of training and professional development within a strategic framework; and
- building and maintaining quality and capability.

Achievements 2000/2001

In the 2000/2001 financial year the following was achieved:

- the first stage of a programme of professional development was successfully implemented for probationary constables. This involved distance provision of papers through Victoria University of Wellington;
- the Staff Safety Tactical Training programme completed its first full year of operation. This programme aims to ensure all operational front line staff are certified competent in tactical situations involving use of force;
- service level agreements defining levels and types of training between the Training Service Centre and districts were developed and implemented; and
- significant work was carried out in reviewing and revising training curriculum and training approaches.

Towards 2002

In the coming 2001/02 financial year, work will focus on a number of areas:

- completion of a workplace development and assessment programme for probationary constables to reinforce and reflect skills learned during initial recruit training;
- review and refinement of the Staff Safety Tactical Training programme;
- development of a new range of training options for staff entering and progressing through careers in CIB;
- review of the promotions system and associated competency assessment models with the HR Group of Police;
- meeting organisational demand for 740 new recruits; and
- developing capability around training resources (particularly arms ranges to support the Staff Safety Tactical Training programme) and electronic databases to track the professional development and skill maintenance of Police staff.

JANE BUTLER

ACTING NATIONAL MANAGER TRAINING

Internal Audit and Risk Management

Purpose/Objective

Internal Audit undertakes independent assessments of systems within Police to ensure compliance with statutory and contractual obligations. It audits the quality of systems used to monitor and measure performance and assists with the operation the risk management framework.

Achievements for 2000/2001

A quarterly risk reporting cycle was established and maintained for all districts enabling reporting on the identification and mitigation of risk events in a wide range of fields including legislative compliance.

District and Service Centre audits were performed on financial internal control compliance, operational expenditure and service delivery achievements.

Towards 2002

Regular District and Service Centre audits will continue to be performed to ensure compliance with financial internal control, operational expenditure and service delivery system requirement, including information technology aspects.

Risk frameworks for the Service Centres will be developed in conjunction with Police's risk advisers.

ED JUCHNOWICZ
AUDIT

Organisational Performance Unit

Purpose/Objective

The Organisational Performance Unit, is responsible for assisting the Commissioner to manage the performance of districts and Service Centres and for developing and reviewing a performance framework.

The unit

- provides reports on Police performance, risk areas and strategies to the Commissioner of Police and Police Executive;
- holds regular meetings with District Commanders and Area Controllers;
- enhances the performance framework;
- enhances current performance indicators;
- analyses statistical trends; and
- researches and gathers information from partner organisations, other government agencies, and other jurisdictions.

The Organisational Performance Unit is also responsible for ensuring adequate systems are available to Police Executive and District Managers to allow performance monitoring of districts, areas and Service Centres. This covers both the development of data sources and of data access.

Achievements 2000/2001

- reports on Commissioner's Risk Indicators (CRIs) were monitored for all districts;
- performance meetings between the Commissioner, National Manager: Organisational Performance, District managers and their management teams continued. Video-conferencing was introduced during the year to facilitate more frequent meetings;
- the introduction of Business Objects and Web Intelligence has facilitated access to current quantitative data by police managers, District Commanders and the Organisational Performance Unit; and
- district performance targets for violence/sexual attacks (less family violence and intimidation and threats), unlawful taking of motor vehicles/ motor cycles and burglaries (dwelling) were monitored regularly throughout the year.

Towards 2002

- performance analysis of Service Centres was begun; and
- regular fortnightly performance meetings have been introduced. The unit is focused on developing the structure of these and on developing related web intelligence reports.

SUPERINTENDENT SANDRA MANDERSON
ORGANISATIONAL PERFORMANCE

National Accounts Processing Centre (NAPC)

Purpose/Objective

The centre was established in May 1999 following the Police Review and the disestablishment of Regional Accounting Offices. Eleven staff work in the centre process all payments for Police.

Achievements 2000/2001

- during 2001, over 1.4 million invoices were processed and paid; and
- providing information at assist districts in managing budgets.

Towards 2002

- continuing to review existing processes and pursue more efficient methods of processing data;
- provide ongoing support to districts; and
- review the method of advising vendors of payments made and move towards using an electronic system.

MARIA MONRO
NATIONAL ACCOUNTS PROCESSING CENTRE