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Ref	Date	Topic	Action/Paper	Owner	Due Date	Outcome
05.2009.01	26.02.09	Quarterly Report	DSC Carroll would produce a problem profile in regards to complaints against PCSO's at an appropriate point	DCS EC	Ongoing	Analyst has been tasked. In order to complete the Problem Profile the Analyst will require access to Personnel files held by Areas and the new HR Business Centre. For Oct meeting.
08.2009.01	26.02.09	Taylor Regulations	The Chair asked for an update on the progress of the meeting that DCS Carroll, Mr Hemmings and Miss Barrick would have	LB/DCS EC	Next Meeting	Meeting delayed due secretariat to workload.
29.2009.01	27.08.09	Benchmarking	The Force to produce a quarterly update comparing BTP complaint allegations to those of other Forces when the new performance framework goes live in 2010.	DCS EC	As available in 2010	
29.2009.02	27.08.09	Alerts	The Force to be more explicit about what it was looking for when raising 'alerts'	DCS EC	Update on actions taken to the next meeting	Passed to Supt Pacey. Staff in control rooms have been briefed and the wording suggested in the RSSB Technical Handbook has been utilised to ensure clarity between BTP control Rooms and the TOCS.

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29.2009.03	27.08.09	G20	DCS Carroll to update the Committee on the progress of the G20 complaints.	DCS EC	Next meeting	Verbal update to be given.
29.2009.04	27.08.09	External Comms	DCS Carroll to explore having the PSD website page translated into other languages.	DCS EC	Update to next meeting	Currently delayed as Media Marketing are re-vamping site. They are looking at translation issues for the whole site.
29.2009.05	27.08.09	External Comms	DCS Carroll to meet with Miss Barrick to discuss the publication of an amended version of the quarterly report on the website.	LB/DCS EC	By end of August	Meeting arranged and draft re-dacted document prepared.
30.2009.01	27.08.09	Quarterly Report	The Problem Profile for London South Area to be available for the October meeting.	DCS EC	Next meeting	Completed for meeting.
30.2009.02	27.08.09	Quarterly Report	DCS Carroll to include the reason for the delay for complaint cases where the investigation has exceeded 120 days.	DCS EC	Next meeting	Included in October report.
30.2009.03	27.08.09	Quarterly Report	The Committee to be kept updated on progress of the property store issues at Liverpool Street.	DCS EC	Quarterly Report to include update at next meeting	Verbal update to be provided.
31.2009.01	27.08.09	PSD Plans	DCS Carroll to incorporate the Committee's comments when designing the 2010/11 Plan.	DCS EC	April 2010	Ongoing
32.2009.01	27.08.09	COG Complaints Policy	Sam Elvy to e-mail the Chair the Chief Officer Complaints Policy.	SE	By 29 th August	Complete
35.2009.01	27.08.09	Complaints against BME officers	DCS Carroll to circulate the report in the next week.	DCS EC	By 7 th August	Report supplied to BTPA.

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35.2009.02	27.08.09	Complaints against BME officers	The report to be discussed at the next meeting.	DCS EC	Next meeting	For meeting.
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