

**METROPOLITAN SOUTH REGION
QUEENSLAND POLICE SERVICE**

Standing Operating Procedure

CIRCULAR 01/2009

DATE: 19 June 2009
TO: All members, Metropolitan South Region
FROM: Assistant Commissioner, Metropolitan South Region
SUBJECT: PROBLEM SOLVING DATA BASE

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This SOP is to be read in conjunction with:-

POPP Data Base User and Administration Guide
MSR Web Page ([LINK](#))
Metropolitan South Standing Operating Procedure Circular dated 8 November 2007 is hereby cancelled.

2. Purpose

The purpose of this Standing Operating Procedure (SOP) is to provide advice and guidance in the use of the electronic Problem Solving Data Base.

3. General Information

The officer in charge (OIC) of a police division has primary responsibility for responding to all policing issues within the division. This includes developing initiatives and partnerships addressing local issues and problems. Innovation and initiative is encouraged in this endeavour to find effective new methods of problem solving.

This policy seeks to encourage members to undertake more widespread problem solving and hopes to simplify past processes in an effort to encourage utilisation by all QPS staff. The policy does not diminish the ability of an OIC to take such

action that they deem operationally appropriate and tactically sound to resolve policing issues, including reactive or proactive actions, or a combination of both.

The Problem Solving database has been modified to be more user friendly, and to store projects and initiatives as a resource available to all staff involved in problem solving. It is accessible through the QPS Bulletin Board or via the Regional Web Page where links have been inserted, together with regional guidelines.

The Regional Projects Officer is available as a further resource to provide advice but (unless exceptional circumstances exist) will not conduct the research for any specific initiative.

4. Officers responsibilities:

As a general rule, members attempting to solve a problem should first discuss the proposal with their OIC, and their District Crime Prevention Coordinator (DCPC). Using the SARA process, research on the issue should be conducted through the usual methods (internet/ reading/ discussion, etc.) but also through searching the QPS Problem Solving database, where records of similar problems successfully addressed elsewhere may be held.

All research should entail a full scan of the problem and any initiatives or resolutions previously conducted, including their effectiveness. Funding requirements should also be researched and possible sources listed.

5. Access Database:

When a course of action has been selected, members should access the database and electronically submit a project or field initiative and record the number for future reference. In doing so a print-out of the information should be created and attached to any documents regarding the initiative forwarded through the usual channels for formal approval.

The process outlined in the MSR Web Page ([LINK](#)) should be followed to properly record progress, expenditure, finalisation and evaluation of the initiative. Templates of the documentation required for formal approval are also available on the Web Page.

6. Formal approval:

Approval for new problem solving initiatives is to be formally obtained from the Operations Coordinator (Chief Supt.) after consideration by the Regional Problem Solving Committee prior to implementation of any initiative or any firm agreements being entered into with stakeholders.

7. Regular updates:

Once approved, details of problem solving initiatives are to be regularly updated on the QPS Problem Solving database on a monthly basis by the project manager for quality control and recording purposes.

Initiatives receiving problem solving funding will be reported on in accordance with:

- (i) Any relevant QPS problem solving Funding Agreement;
- (ii) Any financial instructions required at District or Regional level;
- (iii) Any other reporting requirements outlined; and
- (iii) Agreement to conduct a Final Evaluation at the completion of the project.

8. Final Evaluation:

The final evaluation should be commensurate with the scale of the project, so that all projects and initiatives are assessed and judged as to their worth, whilst ensuring that resources are not wasted on extensive and unnecessary evaluations of small initiatives. The failure of a project or initiative to fully address its aims should not necessarily point to the ability or commitment of the members involved. There are many lessons to be learned from failed initiatives and it is important to document the underlying reason for failures.

9. Order

This SOP is to be brought to the attention of all personnel for strict compliance.

B M POINTING
Assistant Commissioner
METROPOLITAIN SOUTH REGION