

Devon and Cornwall Police Authority

MINUTES

A meeting of the **Performance Management Committee** was held on Wednesday 8th September 2010 in the Conference Room, Endeavour House, Woodwater Park, Exeter starting at 10.00 hrs.

Present:

Chairman: Mrs L Dunn

Members: Mr M Bull, Mr M Hicks, Ms J Norton, Lady Stanhope, Mrs L Williams, Ms J Zito.

Police Authority

Miss E Macaulay (Policy Officer) – item 1 only, Mrs G Clifton (Committee & Meeting Services Officer)

Constabulary

Mr R Bullock (Force Performance Analyst), DCC S Sawyer.

PM/616 Election of Chairman

Mrs L Dunn was nominated by Mr M Bull and seconded by Mrs J Norton.

There were no other nominations.

All members agreed to the appointment of Mrs Dunn as Chair of the Committee.

PM/617 Election of Vice Chairman

Lady J Stanhope was nominated by Mr M Bull and seconded by Mrs J Norton.

There were no other nominations.

All members agreed to the appointment of Lady Stanhope as Vice Chair of the Committee.

PM/618 Apologies for Absence

Apologies had been received from Mrs J Owen.

PM/619 Declarations of Interests

No declarations of interest were made in respect of any item on the agenda.

PM/620 Minutes and actions from last meeting

RESOLVED that the minutes of the meeting held on 9th June 2010 be confirmed as a correct record subject to amending PM/615 2nd bullet point to read – “It is the responsibility of the Protecting Vulnerable People Working Group to monitor the Force’s actions in response to young people that are victims of violent crime.

Matters arising:

PM/614 – it is not known whether the LCJB has appointed the person responsible for communication across all partners.

Action update: the Chair of the HR Committee had been approached to address the ‘People’ section of the Scorecard at its next meeting. Any issues on BME or gender targets flagged up by the Equality and Diversity Group would be forwarded to the HR Committee.

PM/621 Performance Report

The Force Performance Analyst introduced the performance report that provided details of Force performance towards the Policing Plan targets for the year to date. Issues discussed during consideration of this item included:

- Although the Government had dropped the 'confidence' target, it was felt important that the Force continues with a 'satisfaction' target. Devon and Cornwall Police was likely to be close to achieving its target of 87% satisfaction by year end.
- The satisfaction score with BME victims in Cornwall had been of concern but the trend is now improving. The Force was satisfied that there was not an endemic problem in the area and the number of crimes was very low. Dissatisfaction tended to be lower in BME groups as repeat victimisation was more prevalent. Some of the dissatisfaction was not necessarily with the police but arose from the sentence imposed on the offender by the criminal justice system. It was intended to measure satisfaction for crimes against disabled people in future.
- There was a perception among some groups of people that the police did not deal with anti-social behaviour very well. This could be due in part to lack of feedback after an incident is dealt with or that people's expectations are not managed well. Response to anti-social behaviour incidents was graded by risk, harm and vulnerability. Incidents that did not have any of these facets would be prioritised lower. Joint working with partners was necessary to address problem families etc.
- The updated figures would be presented to the full Police Authority meeting on 17th September and there would be a presentation on the improvement of service for victims of serious violent crime at a future seminar.
- On-line fraud and cyber crime is policed through the Serious Organised Crime Agency.
- It would be useful for members to have access to the comparative crime figures over the last three to five years to be able to demonstrate the drop in crime figures over this period when doing talks etc.

The following points were made in discussion of the Scorecard:

- The last staff survey in May/June showed a significant improvement in the 'People' section of the scorecard. However, the key concern was response to the career progression question. A small follow up qualitative consultation on career progression and promotion was carried out.
- The IT contract with Sunguard was up for renewal. Members queried whether the service availability of the IT system was sustainable; work was ongoing to see if a less comprehensive service was possible.
- The targets in the 'People' section seemed low but had been set at a level that was challenging but not unattainable at the time. In the longer term these targets would be raised.
- There had been a significant dip in the figures for positive outcomes. This was due in part to the use of Restorative Justice. However, there was an issue with the detectives' use of identifications established by SOCO staff in carrying them forward. Team leaders in BCUs had been tasked to ensure that criminals once identified were brought to justice. The Gold Group was discussing this issue and the cascade brief was being used to ensure supervision of workloads.

PM/622 Mid Year Review of Policing Plan Targets

This item reviewed the targets set by the Police Authority earlier this year to ensure they remain relevant and prioritise Force activity appropriately. This is particularly relevant given the Government changes to the national police performance landscape. Issues discussed during consideration of this item included:

- The Performance Analysis Working Group (PAWG) had met to discuss future performance measures. Although the national target was to be solely to reduce crime, it was important to monitor how the force was performing against a range of measures. The Group decided to maintain the existing measures except the one that measured confidence in how the police and local authority dealt with anti-social behaviour and crime in the area. This would be replaced with – 'To exceed 63.1% of people who think the police in their local area are doing a good or excellent job'. The figure of 63.1% had been arrived at by looking at data over a number of years. They showed an upward trend of about 2% per year.
- The ACPO conference later this month would discuss performance measures. Following this the group would reconvene to discuss future targets alongside the new committee structure.

RESOLVED (i) the committee recommends to the full Police Authority the current public confidence target – 'To exceed a 61.2% level of people who when asked agree that the police and local council are dealing with anti-social behaviour and crime that

matter in this area' be replaced with 'To exceed 63.1% of people who think the police in their local area are doing a good or excellent job' for the remainder of 2010/11.

(ii) subject to the ongoing re-organisation of the Police Authority's committee structure, the Performance Management Committee recommend that the target setting arrangements for 2011/12 follow the approach adopted in previous years, namely a working group lead by a member of the Authority. To commence discussions shortly after September 2010.

PM/623 The Future of Performance Management Arrangements for the Police Authority

The Police Authority is reviewing its meeting structure to enable it to strengthen its scrutiny and performance management roles while ensuring work is aligned to best meet the ambitions set out in the Police Authority's Strategic Plan. This item provided an update to members on the latest developments in this review and how it might affect the work of this Committee. Issues discussed during consideration of this item included:

- A paper would be presented to the full Police Authority meeting on 17th September outlining the proposed structure. It was anticipated there would be several cross-cutting strands across all committees, one of which was performance management. A PAWG would still be required to set the targets across the Police Authority and there was likely to be a Lead Member for performance. However, within each committee there would be a member with a 'watching brief' for performance; each of these members would form a natural working group on performance.
- If the new structure is agreed, the Chair of the Police Authority would nominate members to all committees following the meeting and the new structure would be operational from the beginning of 2011. The Chief Executive would share details of the new structure with COG before the Police Authority meeting.
- It was stressed that this work cannot wait until 2011 to commence and the PAWG needed to meet as soon as possible after the ACPO conference, probably in October 2010.

PM/624 Protective Services Working Group Update report

A member of the Group presented the report that provided a summary of the work undertaken by the Protective Services Working Group. The Group was established to provide the Police Authority with assurance that the Force has the appropriate plans and activities in place to protect the community from serious harm. Issues discussed during consideration of this item included:

- There was concern among members that the Group currently did not present sufficiently robust challenge of the Force on Protective Services. The new committee structure was addressing this by proposing a Protective Services Committee to hold the Chief Constable to account on behalf of the Police Authority and to focus on any areas of weakness. The issues covered by Protective Services comprised around one third of the Police budget and were high risk areas; the new committee, if approved, would have more resources to assist its work.

PM/625 National Crime Recording Standard and National Standard of Incident Recording Compliance Update

The Lead Member introduced the report which provided an update on crime and incident recording compliance. Issues discussed during consideration of this item included:

- Devon BCU compliance with NCRS targets had been of concern but was now improving.
- NSIR compliance had improved for the third month in a row.
- Performance on anti-social behaviour was improving but could be held back by NPIA decisions on changes.
- Training had been an issue but all one-to-one sessions offered by the Audit Dept. were well received and supported. It would remain the responsibility of supervisors to ensure that the performance levels were maintained.
- The recording process had been streamlined to improve performance particularly at weekends but it was still the officers' responsibility for entering the full information after the initial contact.

There being no further business the meeting closed at 12.00 hrs.