

Devon and Cornwall Police Authority

MINUTES

A meeting of the **Performance Management Committee** was held on Friday 19th November 2010 in the Conference Room, Endeavour House, Woodwater Park, Exeter starting at 14.00 hrs.

Present:

Chairman: Lady Stanhope
Members: Mr M Bull, Ms J Norton, Mrs J Owen.

Police Authority

Mr R Martin (Strategic Planning Officer), Mrs G Clifton (Committee & Meeting Services Officer)

Constabulary

Ms A Poole (Head of Performance and Analysis)

PM/626 Apologies for Absence

Apologies had been received from Mrs L Dunn, Mr M Hicks, Mrs L Williams, Ms J Zito and DCC Sawyer.

PM/627 Declarations of Interests

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

PM/628 Minutes and actions from last meeting

RESOLVED that the minutes of the meeting held on 8th September 2010 be confirmed as a correct record.

Action updates:

PM/620- no single individual is responsible for communication across all partners. There had been a meeting of Heads of Department to discuss better working together.

PM/621 – a short report on the picture of falling levels of crime over the last five years, putting the figures into context, for members' use at PALMs, talks etc. would be produced.

PM/621 – initiatives to improve service to victims of serious violent crime would be included in the performance summary provided to the Police Authority meeting on 10th December.

PM/629 Performance Report

The Head of Performance and Analysis 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:

- There had generally been good progress this year and particularly in the last three to four months. It was predicted that three targets would not be achieved by year-end although with an improvement on last year's performance. One target, reducing violence with injury, would probably not be achieved come the year end. Areas of the Scorecard would be allocated to different committees under the new committee structure. The People area will be refreshed following the staff survey.
- Members noted a large gap between target and performance in the Communications area of the Scorecard. The first two outcomes were obtained from the staff survey, the third from the British Crime Survey (BCS). The attainment levels set were challenging; it was hoped to see an improvement in the staff survey criteria when the next set of results are published but the BCS was only carried out once a year. There had been major investment in communications and an update would be reported to the Local Policing and Confidence Committee in the New Year.
- There was concern that there had been an increase in violence with injury coupled with only a serious Violent Crime brought to justice rate of 14% . This would be included in a report submitted to the Police

Authority meeting on 10th December on the action being taken to address this area of crime. There was an incongruity in the Home Office counting rules and the charging rules between how some crimes are reported and how the charge is categorised. This means that on occasion, a charging rule will resolve a crime as a lesser offence. This shows as a disparity in the performance figures. The Head of Performance and Analysis stated that she was due to meet with national representatives shortly in the hope that this will be corrected. The Police Authority offered its help to the Force in lobbying the Home Office for these anomalies to be corrected. It is hoped these disparities will be ironed out by April..

- The figures for detected murders were explained. These were a small number of crimes, some of which were brought to justice in a different year to when they were committed.
- Devon and Cornwall was now second in the country for Public Confidence as measured by the BCS, a position that had been maintained despite other forces also improving. Some LPAs were performing better than others and this information could be used internally to address the differences. The local survey showed a slight dip but this was held over a shorter timescale since the survey had been done by telephone. There was benefit in comparing areas, as all now had an understanding of what was expected. Reports to the Police Authority usually focused on BCU level. Information was available at LPA level if required but the Force Performance Board holds LPA Commanders to account. Performance Management Committee Members get copies of the minutes of these meetings so they can be reassured that BCU performance matters are being addressed effectively by Chief Officers.
- User satisfaction was showing an improving trend. User satisfaction for anti-social behaviour incidents was not now required to be measured nationally but was continuing to be measured because of its importance to communities. The target had not quite been achieved but the trend was improving.
- The Positive Outcomes target had not been achieved but increased focus on this has improved performance. The understanding of Restorative Justice (RJ) as a solution is growing and officers have greater confidence in applying it. There have been some impressive solutions. However, there was no national benchmark as RJ outcomes are not measured nationally. RJ is only used with the victim's agreement and puts them in control of what happens. It avoids criminalising offenders but there are strict criteria about whether the offender has been in the Criminal Justice system before. The Force agreed to provide more information about the rate of reoffending following an RJ solution.
- Members were surprised that 'violence with injury' crimes were increasing in Cornwall and the Isles of Scilly yet falling in Plymouth. The volumes of crimes were very different as were the trends, however, Plymouth had shown a steady improvement. More information on this would be provided to the Police Authority meeting on 10 December. The 9% reduction target was very challenging and there was a lot of partnership work ongoing to address this. It was repeated that it was unlikely this target would be achieved by year-end.
- The workforce targets could not be achieved due to the cessation of recruitment.

RESOLVED to note the report

PM/630 National Context and Development

The Head of Performance and Analysis introduced the report that provided an update on the national performance management landscape. Issues discussed during consideration of this item included:

- The Home Office had not required data for Public Confidence or the Policing Pledge as this was measured by the BCS. There had been no reduction in data requirement overall and in some cases the requests had increased.
- There was a need to allow the public access to more local data. The crime mapping website provides comparisons to other areas; a new requirement is to provide information at street level. The Government wants to engage the public to hold Public Service providers to account.

RESOLVED to note the report

PM/631 Performance Analysis Working Group Update.

The Strategic Planning Officer introduced the report that gave a summary of the recent meeting of the Performance Analysis Working Group (PAWG). Issues discussed during consideration of this item included:

- The Police Authority had agreed to continue with PAWG, though the committee structure had changed, to allow sufficient time for target setting. The group had considered the national performance landscape and noted that there is not likely to be any significant central direction or areas of focus. In terms of the Police Authority's target-setting arrangements for 2011 and beyond, an options paper will be brought to the next meeting of the PAWG on 30 November for its consideration.
- Nominations would be sought for members from each committee to lead on each of the cross-cutting themes.
- The Force was still required to undertake satisfaction surveys and submit the data. This might change e.g. it was likely that the requirement to survey RTC victims would reduce. There was no longer a requirement to measure confidence using the former top-down target..

RESOLVED to endorse the approach taken by the Performance Analysis Working Group towards target-setting for 2011 and beyond.

PM/632 National Crime Recording Standard and National Standard of Incident Recording Compliance Update

The Chairman introduced the report prepared by the Police Authority's Lead Member for NCRS & NSIR which provided an update on crime and incident recording compliance. Issues discussed during consideration of this item included:

- The report showed an improving picture. Plymouth was performing well.
- Members with specific questions about the report should forward them to its author.

The Vice Chair gave thanks to the absent Chair of the Performance Management Committee for her Chairmanship over the last years.

There being no further business the meeting closed at 15.35 hrs.