

Devon and Cornwall Police Authority

MINUTES

A meeting of the **Performance Management Committee** was held on Wednesday 26 November 2008 in the Conference Room, Endeavour House, Woodwater Park, Exeter starting at 10.00am.

Present:

Chairman Mr M Bull
Mrs L Dunn, Mr M Hicks, Mr G Hicks, and Ms J Norton

Officers in Attendance: -

Police Force

Deputy Chief Constable T Melville, Ms Alexis Poole (Head of Performance and Analysis) and Dr R Bullock (Force Performance Analyst).

Police Authority

Mr R Martin (Policy Officer), Ms A Buisman (Policy Officer)

PM/531 Apologies for Absence

Apologies for absence were received from J Rowe.

It was noted that there was an enormous commitment from the members travelling from Cornwall and attendance at these meetings was time consuming. An option proposed to the committee on video conferencing was considered and the Chairman would attend a video conferencing meeting held by the Force to investigate whether this option was viable.

PM/532 Declarations of Interests

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

PM/533 Minutes

Issues raised during this item included:

PM/524 – the third paragraph, second sentence should read "This led to wider debate..."

PM/530 – the first sentence should read "The Force Performance Analyst presented a paper which identified the results and gradings received by the Force..."

RESOLVED that, subject to the above amendments, the Minutes of the Meeting held on 10 September 2008 be confirmed as a correct record.

PM/526 – The Head of Performance and Analysis indicated that the Force received what was due to be published for the police performance 2007/08 publication yesterday, however grade scores have not been included and there is no date for publication as yet.

PM/525 – The Committee wanted an update on the approach used for Cornwall surrounding Sexual Assault Referral Centres. An update would be provided by the Deputy Chief Constable to members directly.

PM/ 534 Performance towards the Annual Policing Plan (Targets)

The Chairman provided verbal feedback to the Committee regarding the outcome of the Forensics Task and Finish Group that met on 5th November with Julita Neale (Head of Scientific Support) from the Force. A presentation was given on SOCRATES and the managerial issues surrounding scientific support. The regional consortium was not discussed at this meeting, however this will be discussed in the next meeting. Issues and problems were identified and what plans were in place to address these. The Head of Scientific Support is currently working with the Deputy Chief Constable and the Crime Commander (DCS Chris Boarland) on restructuring and career paths for SOCOs (Scenes of Crime Officers). There will be a meeting held tomorrow at the Scientific Support Unit for a hands on demonstration of how the unit and SOCRATES work. There will be an opportunity to have a day out with a SOCO to see what they actually do. The Chairman summed up the discussion in three points:

- Issues and plans to address these have been identified
- Chairman is supportive of SOCRATES
- This is a good opportunity for close working relationships between the Force and Authority

The Chairman wished to recognise the Task and Finish Group and the work of that group.

This report provided details of the Force's performance against the Annual Policing Plan Targets for the period April to November 2008 and was presented by the Force Performance Analyst.

Issues discussed during consideration of this item included:

- Satisfaction rates are beginning to be a downward trend. The Force is now 6th of 43 forces for the percentage of victims of racist incidents who are satisfied overall with the service provided by the police.
- The target to exceed 40% of people who believe the police are tackling the crime and anti-social behaviour that matters in their area is currently at 78.4%. The current wording used in surveys is likely to be changed to include "local council" involvement in dealing with anti-social behaviour and crime

Members questioned the boundary issues that arise in Cornwall whereby neighbourhood beat areas do not correspond to council ward areas. This involves some overlap and complications with which councillors get involved in meetings with partners on anti-social behaviour. It was highlighted that the ACC for Territorial Policing (ACC Paul Netherton) holds the portfolio for formal boundary. It may be possible for Cornwall members to approach him to discuss this further at the next Police Authority seminar.

- Satisfaction rates for ease of contact has reduced by 0.5% which meant a decrease in national ranking by 2 points. It was clear Forces were close in percentages in this particular target and to increase small percentages involved a great deal of work by the Force.
- Serious acquisitive crime has reduced while serious violent crime has increased.
- Satisfaction levels for victims of vehicle crime are low and the Force is focussing on this. Vehicle crime victims will be contacted within 24 hours of the incident and there will be a follow up by the neighbourhood team within 2 weeks. This process will be piloted and at the end of December an assessment of its effectiveness will be commenced. The Deputy Chief Constable stated that this was in line with the Policing Pledge and fits in with the level of service. The purpose of this exercise was to see if it works and increases user satisfaction. The second

matter was sustainability as the Force has made an investment in Neighbourhood Teams and currently a team (QUEST) is working with KPMG looking at incident and crime management. The effectiveness will be surveyed from the beginning of January and the Force expect to have results at the end of January. If this proves to be positive then this process will be used with violent crime victims. It is expected that the Force will recontact all victims of crime, however in the short term they will be focussing on vehicle and violent crime victims.

- The Sanction Detection Rates for Domestic Abuse and Sexual Offences have increased overall since the beginning of the year and members need to look at the longer-term trend.
- The target to release 200 police officers back to frontline duties does not include new officers that are currently in training and have not been included in the numbers.
- The target to exceed 65% of uniformed officers' time spent on visible policing activities is based on 2 surveys and the officers mentioned in this target are different to those mentioned in the Policing Pledge. Members were concerned on how the Force were to measure an achievement of the target mentioned in the Policing Pledge in regard to the Neighbourhood Policing Teams spending at least 80% of their time visibly working in the neighbourhoods. The Head of Performance and Analysis stated that it would be difficult to introduce a measure for this without increasing bureaucracy and the future of performance management will need to be discussed.

The Policing Pledge will be launched on the 11th of December and the HMIC will be looking at the Force's compliance to the Pledge.

The Force need to have an average 66 detections per week in order to hit targets. There were some concerns raised for Mid Cornwall and Torbay through the detection of certain crimes.

The Deputy Chief Constable raised the issue of the current system in place for sanction detections and that the feedback from the Force is negative and some officers were dissatisfied with the current system. The approach currently used now may not be appropriate for next year however discussions surrounding this will be had in part by the Performance Working Group.

The Chairman raised some concerns regarding TIC. There have been some variations regarding this and less than satisfied outcomes on TIC. The Deputy Chief Constable addressed this stating that there is currently a TIC group working through this process.

The Committee were shown the new software on performance management called "OlikView". The software can link up to numerous other systems within the Force. It can look at crimes across the Force and LPAs at the click of a button and drill down to individual beats. It can also look at workloads of officers and identify issues from trends and workloads. BCU analysts can pick this up and Sector Inspectors also have access to reports generated by this software. The software has been introduced through consultation with the Federation and senior staff. The reports are also published on Expert from the software and the software licence is being expanded to include more officers. There is a long term aim for expanded use of this software.

Members were also given a brief presentation on how SOCRATES worked. They were shown the basics of SOCRATES and Soc/Web, which is accessible through the Intranet.

The Deputy Chief Constable categorically assured members that the 200 officers to be released to Frontline will be in post by the 31st March.

The Chairman thanked the Force Performance Analyst for the report.

RESOLVED To note the report.

PM/535 Most Serious Violent Crime

The Head of Performance and Analysis provided an update to members regarding the recent clarification of crime reporting practices handed down by the Home Office. As the Home Office has changed the rules on reporting serious violent crime this has had an impact on the numbers being published. The Head of Performance and Analysis reassured members that the Force is comfortable with its current reporting procedures but does not dispute that further work is needed. Plans are in place to do this however the targets that were set will not be achieved.

RESOLVED To note the report.

PM/536 NCRS/NSIR

The Lead Member for National Crime Recording Standard and the National Standard of Incident Recording, Lynne Dunn, provided an update on the work she had undertaken since the last meeting.

The meeting dates for 2009 have been set and Devon and Cornwall are ahead of the game in the local groupings. Items discussed during consideration of this item included:

- The issue of all logs have to be crimed within 72 hours is still an issue that the Force have to tackle. This was looked into in depth and it appears to be a quasi-cultural issue however the team is working hard to address this and it should be ironed out with the QUEST and MERCURY teams. Members asked if the Police Authority should delve deeper into the details of this issue however it was felt that the team should be allowed to manage this.
- Some of the Serious Violent Crime data was audited and the Lead Member is assured that the classifications used are accurate.
- Clarification on any Home Office regulations are sent to officers and any errors made on reporting are immediately sent back with an explanation to the officer as to why there was an error. The Force Performance Analyst stated to the Committee that his team publishes measures outlining when PNDs are issued and the amount of errors that arise. This will identify a supervisor who has a member of staff consistently making errors.

The Chairman thanked the Lead Member for her report and continuing work in this area.

RESOLVED to note the report.

PM/537 The Policing Pledge & Crime Mapping

The Head of Performance and Analysis provided members with an update on the Policing Pledge, which must be implemented by the 31st of December, 2008.

The following issues were discussed during consideration of this item:

- The appointment system will not be implemented as work is still being done on it. If the appointment system was to be implemented at the same time it will not be effective so the Force are looking to develop a proper system to implement at a later date.
- The crime mapping site should link to the Neighbourhood Policing website.
- The Deputy Chief Constable informed members that currently the Force are far down the line of delivery of the pledge
Aspirationally the Force would like to achieve the fourth statement of the pledge (24-hour response) however they will need to measure what is achievable.
- This is an ongoing story and the Committee will be updated on a regular basis.

RESOLVED To note the report.

PM/538 The Single Home Office Target & Local Target Setting 09/10

The Deputy Chief Constable and Head of Performance and Analysis updated the members on the single 'top down' target proposed by the Home Office to measure whether people think that the police and local council are dealing with the crime and anti-social behaviour issues that matter locally. Currently there is no clarity from the Home Office on the exact target however if the target is set against the British Crime Survey then the Force are in a strong position and there is enough in place to improve services. When the targets were set the Force wanted to be in the top 10 in 3 years, however they can only be in the top 10 in relation to those targets where there is a comparable measure in other Forces. The Deputy Chief Constable stated that once the top down targets and local targets are discussed they will take it to the Police Authority. Discussions will need to commence the PA and Force around the targets for 09/10 onwards.

The Performance Data Analysis Working Group will now be tasked to talk to the Force to assess what performance measures should be used by the Authority to judge if they are in the top 10 performing Forces. The inaugural Working Group meeting on the 2nd of December will use the agenda report as a basis for discussion.

PM/539 Closed items - exclusion of the press and public

RESOLVED that the item detailed in the table below be considered as closed items:

Minute number	Report Title	Relevant Act	Relevant section
PM/539	Force Strategic Assessment	Local Government act 1972 as amended by the Local Government (Access to Information Act 1985)	Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.

PM/539 Force Strategic Assessment

The Head of Performance and Analysis presented the Strategic Assessment in the Force. The Assessment sets out general priorities but does not limit the Force to focus on other aspects. It provides the Force with a

formal sense of the threats and issues which is updated every 6 months. This is formally an operational process however it was felt that the Authority should be sighted on this as it can influence the target setting process. The Priorities that the Force will focus on are:

- Alcohol related ASB and Violence
- Domestic Abuse
- Children and Young People Crime
- Drugs
- Preventing Violent Extremism

The Chief Executive noted that the wider membership of the Authority should be updated on this and discussions with the Head of Performance and Analysis on how this can be achieved should be had. The Chairman thanked the Head of Performance and Analysis for her report.

RESOLVED To note the report and discussions with the wider membership of the Authority to be had surrounding this.

The meeting closed at 1240 hours.