

Devon and Cornwall Police Authority

MINUTES

A meeting of the **Performance Management Committee** was held on Wednesday 3rd June 2009 in the Conference Room, Endeavour House, Woodwater Park, Exeter starting at 10.00am.

Present:

Chairman: Mr M Bull

Members: Mrs L Dunn, Mr M Hicks, Ms J Norton, Mrs L Williams

Officers in Attendance: -

Police Force

Deputy Chief Constable T Melville, Assistant Chief Constable P Netherton, Mr R Bullock

Police Authority

Mr R Martin (Acting Chief Executive), Mrs G Clifton (Administrator)

PM/559 Apologies for Absence

Apologies had been received from Mr G Hicks and Mr J Rowe

PM/560 Declarations of Interests

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

PM/561 Minutes

Amendments:

- PM/551 fifth bullet point – “Monday of this week” should read “23rd March”.
- PM/551 sixth bullet point – “62%” should read “65.2%”; “Local surveys” should read “The local survey”.
- PM/551 resolution (ii) – a verbal report would be given today with the final report to the next meeting of the Committee.

Following these amendments the minutes were accepted as a true record of the meeting held on 25th March 2009.

PM/562 Consideration to Excluding the Press and the Public

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

Agenda Item	Report Title	Relevant Act	Relevant Section
5	Serious Violent Crime Action Plan	Local Government Act 1972 as amended by the Local Government (Access to information Act 1985)	S31(1)(a) – Law Enforcement - Prejudice the prevention or detection of crime
6	Performance Management via Scorecard Methodology	Local Government Act 1972 as amended by the Local Government (Access to information Act 1985)	S31(1)(a) – Law Enforcement - Prejudice the prevention or detection of crime

PM/563 Serious Violent Crime Action Plan

The report summarised the figures for serious violent crime year to date:

- There had been a 76% rise in Serious Violent crime. The figures were now able to be compared to last year's as HMIC had checked the quality of the data.
- Overall levels of violent crime had fallen but there had been an increase in S.18 offences (GBH with intent). Among these was an element of domestic violence. Most serious violent crime happened at the weekends and was drink related but there were no particular hotspots that could be targeted.
- A problem solving technique was being used to tackle the problem concentrating on location, victim and offender.
- Location – various techniques were used to identify and reduce violent crime:
 - (i) high visibility patrols in problem areas;
 - (ii) videoing and, if necessary, searching gangs of males and observing them when they leave clubs and pubs;
 - (iii) working with licensed premises (especially those that sell cheap drink) and, if necessary, using anti-social behaviour legislation or licensing laws to close them down if there are problems;
 - (iv) street pastors to provide pastoral care and check on the welfare of people worse for drink; and
 - (v) the use of a risk and harm register to identify premises regularly attended for domestic violence incidents and draw up multi-agency action plans to resolve.
- Victims – they do not always inform the police of an incident. Work with the health care teams was ongoing to identify victims.
- Offenders – an initiative started in Plymouth was being rolled out to other areas to identify and deal with possible offenders. All serious violent crime had been analysed under five categories:
 - (i) Males with links to domestic violence
 - (ii) Drink related violence
 - (iii) Use of a weapon
 - (iv) Violent crimes committed between the ages of 16 to 21
 - (v) Under 19 acquisitive crimes
- Individuals are then scored according to how many of the categories they have committed. Of these 130 had links to one of the categories but seven had links to all five.
- Officers were made aware of these offenders and CCTV was also used.

The following issues were discussed:

- Weather also played a part in the numbers of violent crime and was part of the 'location' element.
- A noticeable change in the drinking culture caused by the recession had occurred from the middle of 2008.
- All forces were seeing an increase in serious violent crime but unlike Devon and Cornwall were not seeing a drop in total violent crime.
- It was hoped to present a summary of the initiatives to a seminar on 28th July 2009.

RESOLVED

- (i) to note the report;
- (ii) that time would be allocated at the seminar for a summary presentation.

PM/564 Performance Management via Scorecard Methodology

A brief summary was given of the new 'scorecard' system for monitoring performance:

- The scorecard was allied to the 2012 initiative and covered three areas – customers, performance and people. In time it will also include finance.
- Each BCU has its own scorecard with its relevant information. It is updated on a rolling basis; e.g. crime figures weekly, staff survey results when available.
- A copy of the latest scorecard will be presented at all future meetings.

RESOLVED

- (i) to note the presentation
- (ii) that a copy of the score card will be presented to future meetings.

PM/565 Re-admittance of the press and public

RESOLVED that the following agenda items be considered as open items

PM/566 Performance Report

The latest performance report was presented and the following issues discussed:

- The Force was 32nd in the country for satisfaction. However, the margins were very close and a small improvement would make a marked difference in the position.
- Public confidence as measured by the local survey would improve with the introduction of the problem solving approach to violent crime and more visible neighbourhood policing. As a comparison the British Crime Survey figures would be provided to the next meeting.
- User satisfaction levels were above target for April 2009. They had dropped in October/November 2008 due to changes in the organisation and effects of the recession. A new focus on victim satisfaction had been set up by, for example, using PCSOs to do follow-up visits. Higher satisfaction levels were beginning to be seen in individual areas.
- Ease of contact was showing an improving trend and should improve more with the effort concentrated in this field.
- A new target had been introduced for user satisfaction over anti-social behaviour. Twelve months' data was not yet available but the trend is improving. The 200 extra officers moved to the frontline were tasked with concentrating on local priorities so further improvement is expected.
- User satisfaction over racist incidents was an area of concern. The trend had been consistently downwards over the last few months. Some of the dissatisfaction arises from not addressing the root cause of multiple incidents. A 12 point Action Plan had been produced which would be brought to the September meeting. A new initiative had started whereby each victim is contacted by a member of the diversity team to ask why they are dissatisfied; this is fed back to the officer involved.
- The old sanction detection rate target was now a measure of 'positive outcome'. This included all possible outcomes from conviction through to restorative justice. The measure was now applied to each offence rather than each incident, so if three offenders committed a burglary it would count as three offences rather than one. There was a backlog of data to be entered against this target following changes of personnel after the restructure. It was possible that this section was under resourced and that would be looked at.
- There had been 57 'restorative justice' outcomes this year. Officers were being trained in applying this and figures were expected to rise.
- For acquisitive crime the trend was downwards for Devon and Plymouth but slightly up for Cornwall. A couple of pockets of crime in this area were being addressed.

RESOLVED (i) to note the report;
(ii) that the British Crime Survey figures would be presented to the next meeting
(iii) that the Action Plan for User satisfaction over racist incidents be brought to the September meeting.

PM/567 National Crime Recording Standard and National Standard of Incident Recording compliance update

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:

- There were continuing problems with the 72 hours recording target, particularly in Plymouth BCU. Some records had taken up to 15 days to log. The Plymouth BCU Commander had been notified and an improvement was expected. This should be shown in the figures for July. The lead member agreed to notify committee members of the July results by email ahead of the next planned committee meeting.

RESOLVED (i) to note the report;
(ii) that members would be notified of the July results.

PM/568 Forensics Task and Finish Group

The Chairman presented the highlights of a recent Task and Finish Group meeting with the Head of Crime and the Head of Scientific Support:

- The restructuring of the scientific support department was progressing well. Senior positions had now been filled and all other posts were due to be filled by the end of October. Training was underway for leaders and managers.
- The regional tender for forensic science analysis work was complete. The target for 2008-2009 had been to save £200k by the new procurement arrangements. In fact a saving of £278k had been achieved. Of this sum, £70K was being reinvested in the service.
- Socrates was now being built into the Core Delivery Programme. It was hoped to see the delivery of the final 'add ons' over the next few months.
- An update on the work of the Scientific Support Service would be provided to the September meeting.

RESOLVED (i) to note the report
(ii) that a follow up report would be provided to the September meeting.

PM/569 Policing Pledge

The paper was aimed at showing how the Police Authority could monitor the Force against the Policing Pledge. The following issues were discussed:

- Members felt it was the responsibility of the Force to demonstrate how they were monitoring the pledge rather than the Police Authority.
- The Force responded that when the pledge was introduced it was aspirational rather than a set of measures and a scientific monitoring process would be problematic.
- There needed to be a balance between 'light touch' and a scientific approach. A member, Linda Williams, agreed to discuss the matter with the Acting Chief Executive to develop the paper further. A revised report would be brought to the next meeting.

RESOLVED (i) that the report be noted.
(ii) that an amended version be brought to the next meeting

There being no other business the meeting closed at 12.40