

## Devon and Cornwall Police Authority

### MINUTES

A meeting of the **Performance Management Committee** was held on Wednesday 9<sup>th</sup> June 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 B Jenkin, Ms J Norton, Mrs J Owen, Lady Stanhope, Mrs L Williams.

#### Police Authority

Mr R Martin (Policy Officer), Mrs G Clifton (Administrator)

#### Constabulary

Ms A Poole (Head of Performance Analysis), DCC S Sawyer.

Mrs C Thomas (observing)

#### PM/606 Apologies for Absence

Apologies had been received from Mr M Hicks and Ms J Zito.

#### PM/607 Declarations of Interests

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

#### PM/608 Minutes and actions from last meeting

**RESOLVED** that the minutes of the meeting held on 31<sup>st</sup> March 2010 be confirmed as a correct record subject to amending some of the references to 'scorecard' that should read 'Report Card.'

Matters arising:

PM/601, bullet point 6 - figures for Serious Violent Crime were still recorded by each force but the information was not published and was therefore not as easily available for comparison.

PM/601, bullet point 8 – the funding from the Home Office for increasing public surveys was limited to the year 2009-10.

PM/601, bullet point 1 – the Working Group had met to discuss which committees should have responsibility for different aspects of the Score Card results but had found it problematic. There would be no report to this meeting.

PM/602, bullet point 3 – no information had yet been received regarding the Government Office analysis of the effect of the local authority restructuring on public confidence levels.

PM/605 – a further report on the ACPO Rape Support Programme would be brought to the September meeting.

#### PM/609 Performance Report

The Head of Performance Analysis introduced the performance report that provided details of Force performance towards the Policing Plan targets for the year with the focus on the public satisfaction. The report contained figure up to April but June's figures had since become available. The staff survey results would be available in July which would refresh the 'people' section.

Issues raised by members during consideration of this item included:

- The response rate of 78.1% on the scorecard was flagged as green but was considerably lower than the target of 85%. This would be checked.

- A sheet was available with the definitions of how each measure had been determined; this would be circulated to the Committee. Some of the measures were difficult to set and were aspirational. Each measure was reviewed over time.
- The Committee was concerned that the 'employee satisfaction' score was low and the subsequent message these staff might be giving to family, friends and the wider public.
- Crime was falling and the NCIS report highlighted the decrease in the number of incidents recorded. This should release capacity to improve in other areas. The Force responded that they had introduced a cascade briefing and all senior managers attended the performance meetings now. There was a ladder of intervention to concentrate on the areas under performing. There was an 'earned autonomy' regime whereby if your section is all 'green' then you do not have to attend the meeting.
- All managers had attended the Covey Leadership training and non-managers attended the one day course.
- The scorecard enabled focus in a co-ordinated way. It could be demonstrated that confidence now varied throughout the force area. The LPA Commanders were encouraged to understand the specific problems in their area.
- There had been an increase in the number of 'Don't know' responses. When asked the follow up question "Why do you say that?" the majority cite the lack of experience of crime. This was replicated in other forces.
- Although it was possible to drill down into the numbers of crimes in specific areas, the survey information was less reliable when broken down into smaller areas. Any LPAs in the bottom quartile are scrutinised.
- There had been steady progress towards achieving a top ten position for Ease of Contact. Some of the LPAs had been given a bigger target than the overall force target.
- The Violence with Injury target was on course to achieve a 9% reduction but there was concern that this could change during the football World Cup. There were plans in place to deal with this but it was a concern that domestic violence might increase if England gets knocked out of the cup.
- The workforce targets were monitored by the Human Resources Committee. A member of that committee agreed to report back discussions at this meeting on Key Performance Indicators.

(Lady Stanhope left the meeting)

### **PM/610 Policing Pledge Scrutiny**

The Head of Performance Analysis introduced the report that gave a summary of Policing Pledge agreements five and nine, which were the responsibility of this Committee to monitor.

Issues raised by members during consideration of this item included:

- Local supervisors monitor compliance with the provision of victim satisfaction surveys. It is not reported at Force level to give an incentive and reinforce the supervisor's role.
- If the victim is not visited the booklet should either be emailed to them or talked through on the telephone.
- The booklet has been reviewed following comments from officers and PCSOs to make it appropriate for more types of victim.
- The Committee requested some indication of the targets set for compliance with Policing Pledge agreement five.

### **PM/611 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 raised by members during consideration of this item included:

- It was the responsibility of the Force to monitor compliance and ensure supervisors did their job. As changes in structure occur the same problems of recording compliance arise.
- There was considerable variation in compliance between the BCUs. These were being addressed.

- Restorative Justice is a positive outcome but is not considered as a detection or an offence brought to justice. Negotiations are underway with the Home Office to change this.

**PM/612 Protective Services Working Group Update report**

The report was not received in time for members to consider it. The item would be deferred until the next meeting.

**PM/613 Consideration to Exclude the Press and public**

**RESOLVED** that the agenda item detailed in the table below be considered as a closed item.

Agenda Item no	Report Title	Relevant Act	Relevant Section
9	NPIA peer Support Programme on improving public confidence	Local Government Act 1972 as amended by the Local Government (access to information Act)1985	Schedule 12A, Paragraph 3. Information relating to the financial or business affairs of any particular person (including the authority holding that information).
10	Serious Violent Crime	Local Government Act 1972 as amended by the Local Government (access to information Act)1985	Schedule 12A, paragraph 7. Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.

**PM/614 NPIA Peer Support Programme on improving public confidence**

DCC Sawyer introduced the report that provided the Committee with the emerging findings from the NPIA's Peer Support Group work on the Force's approach to improving public confidence. Points highlighted included:

- The Force was due to appoint a confidence/satisfaction lead officer, at superintendent rank, who would look at the issue at sector level. A high level confidence group chaired by the DCC was scrutinising Force and departmental plans.
- NPIA had found a variation across BCUs. The better performing areas were being used as an example of best practice for others.

Issues raised by members during consideration of this item included:

- The conclusions of the exercise will be communicated as is felt appropriate by the Chief Officer Group. Members felt that some feedback to the Home Office Public Confidence Unit was required as the Authority had been in communication with them on this subject in the recent past.
- The Committee asked for a debrief showing that the message is being received and the relevant points are actioned.
- It was recommended that one person be responsible for communication and engagement of joint messages across all partners. The LCJB did not have a joint confidence plan but a meeting had been arranged with the Head of the Criminal Justice Board.

**PM/615 Serious Violent Crime**

The Head of Performance Analysis introduced the report that provided an analysis of incidents of serious violence that took place during 2009-10.

Issues raised by members during consideration of this item included:

- Although the number of serious violent crimes was small some groups were affected disproportionately e.g. young people. This sort of crime could also affect public confidence.
- It was the responsibility of the Protecting Vulnerable People Working Group to monitor response to violent crime. The Force's strategy concentrated on offenders rather than victims.
- The Force was working on the role of Major Crime Teams to provide a similar quality service throughout the scale of crimes, from being glassed in the face to murder.

There being no other business the meeting closed at 12.15 hrs.

Action list for Performance Management Committee							
Meeting Date	Minute Reference Number	Agenda Item	Issues Discussed	Action Required	Action By Whom	Action Update	Action Complete
09.0610	PM/608	Minutes	ACPO Rape Support Programme	A further report to be brought to September 2010 meeting	D Simpson	Members provided with SOLO Cadre update from ACC Simpson.	26.08.10
09.0610	PM/609	Performance Report	The scorecard 'response rate' flagged as green but lower than target.	Check the result	A Poole	Scorecard reviewed and rectified. Members updated.	26.08.10
09.0610	PM/609	Performance Report	Workforce targets are monitored by the Human Resources Committee.	Report back to HR Committee discussions at this meeting of KPIs	J Norton		
09.06.10	PM/609	Performance report	Score Card	A sheet was available with the definitions of how each measure had been determined; this would be circulated to the Committee.	A Poole	Scorecard measures definition provided to Members.	26.08.10
09.0610	PM/610	Policing Pledge Scrutiny	Targets set for compliance with policing pledge agreement 5.	To be circulated to members	A Poole	Update provided to Members.	26.08.10
09.0610	PM/612	Protective Services Working Group Update	Paper received too late for members' consideration.	To be brought to September 2010 meeting.	R Martin	Reports on agenda for PM Committee 08.09.10	26.08.10
09.0610	PM/614	Peer Support Programme on improving public confidence	A debrief that relevant points are auctioned to improve public confidence	To be circulated to members	S Sawyer	Update provided to Members.	26.08.10