

Devon and Cornwall Police Authority

MINUTES

A meeting of the **Performance Management Committee** was held on Wednesday 11th November 2009 in the Conference Room, Endeavour House, Woodwater Park, Exeter starting at 1115 hrs.

Present:

Chairman: Mrs L Dunn

Members: Mr B Jenkin, Ms J Norton, Mrs J Owen, Lady Stanhope, Mrs L Williams, Ms J Zito

Police Authority

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

Constabulary

Mr R Bullock, ACC P Netherton, ACC D Simpson.

PM/580 Apologies for Absence

Apologies had been received from Mr M Bull, Mr M Hicks and DCC T Melville.

PM/581 Declarations of Interests

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

PM/582 Minutes

Amendments - PM/576 final bullet point should read:

"The Chief Constable was the lead officer nationally for diversity issues and chaired a Devon and Cornwall strategic independent advisory group (IAG)."

RESOLVED that the minutes of the meeting held on 9th September 2009 be confirmed as a correct record subject to the above amendment.

PM/583 Performance Report

It was intended that for this and future meetings the performance reports would be by exception and that there would be a theme for each meeting rather than go through the entire report each time. Mr R Bullock presented the report covering the period April 2009 to September 2009. Figures for performance to the end of October were also now available:

- Overall level of satisfaction was now 84.9%. This put the Force 1.1% away from being in the top 10.
- For racist incident satisfaction the Force was now only 1.1% from being in the top 10. This was a significant improvement though the number of incidents was small. The difference in satisfaction between BME victims and white victims had moved from minus 19% to plus 2%.
- Satisfaction of victims of anti-social behaviour incidents had improved but no comparative data was available, as other forces do not collect this information.
- The 'ease of contact' figure was now 95.9% satisfied. This is the highest result ever and puts Devon and Cornwall 0.3% from a top 10 place.
- The positive outcome target had been achieved due in part to significant use of Restorative Justice disposals. The reoffending rate of this type of disposal was very low at only 2 or 3%.

Discussion of the Scorecard raised the following issues:

- In future Finance will be included in the performance figure and Communication would then be added as a separate category.
- Work was underway to develop a measure for Local Resolution of complaints against officers.
- All work, including 2012 work, will be incorporated into the scorecard.
- Key areas of complaints would be looked at in detail e.g. incivility complaints.

- Further information on the one high risk in the Customer section would be brought to the next meeting.
- The scorecard was due to be an item on the full PA meeting. Further explanation would be needed for members not part of this committee.
- Members agreed that the scorecard was a useful mechanism for illustrating a snapshot in time of progress in key areas.

The following points were raised in consideration of the rest of the Performance Report:

- The 'public confidence' figures were of concern as there had been a gradual fall over time from 2nd nationally to the current position of 16th. A significant amount of work was being carried out in this area. There were five key themes to improving performance:
 - i. Full engagement with the community e.g. PACT meetings that identify the priorities in each area;
 - ii. Treating people fairly;
 - iii. Dealing effectively with crime;
 - iv. Alleviating anti-social behaviour within local areas; and
 - v. Telling people what has been done through newspapers, leaflets and on the website.
- The last area shows particularly poor performance. The Force is 40th out of 43 in telling people what has been done. Tackling this effectively could provide a quick win.
- It was not always possible to identify why satisfaction had fallen and it was often not in the Force's power to address as the figures covered Local Authority performance as well. A drop in confidence could sometimes be attributable to bad press for the police in another area.
- Several initiatives were being undertaken including a performance pack for councils on issues in their local area, street meetings, visits to schools etc.
- Although less serious violent crimes were reducing in number the Serious Violent Crime figures were of concern. An increase of 58% was anticipated by the end of the year. This was a key threat to performance. Although the percentage increase is slowing the number of crimes continues to rise.

RESOLVED to note the report.

PM/584 Police Authority Monitoring of the Policing Pledge

The Acting Chief Executive introduced this item and the following points were made:

- The responsibility for monitoring Force compliance with the Pledge should rest with the Community Engagement Committee. Some areas may be in the terms of reference of other committees but it should be for the Community Engagement Committee to delegate these and retain overall control.
- The emphasis should be on getting assurance from the Force that systems and mechanisms are in place to deliver the Pledge rather than getting involved with operational details.

ACC Netherton then gave a summary of performance in delivering the Policing Pledge Points:

1. **Fair** – did not obtain 'good' because the Force did not advertise Police Station opening times, BME satisfaction rates were so much lower than whites at the time of inspection and leaflets were not available in lots of different language versions. This was now one of four key drivers for improving confidence.
2. **Fair** – there were some IT issues with the web pages not able to accept photographs etc. This area was being focused on.
3. **Good** – it was not possible to determine 80% visibility accurately at present. An electronic monitoring system was being looked at; until then Neighbourhood Team Leaders will record time staff are abstracted from neighbourhood work. Some abstractions are necessary for Court appearances training etc.
4. **Fair** – this is a challenging area. Processes were being put in place to ensure messages in any format are forwarded to the neighbourhood team who then record how long it took to deal with. The appointment system is also addressing this.
5. **Fair** – this target was now being achieved. A target for response to routine calls was also being introduced.
6. **Fair** – call answering times and abandonment rates during peak periods were of concern. This was improving but abandonment rates were still a problem. Only 1/3 of appointment slots were being used so some of this time could be used to address these issues.

7. and 8. – **Good** – this is an area where the Force could do more in letting people know. Initiatives include 'Court and Convicted' which publishes details of convictions and ASBOs on the Force website and in newsletters. More coverage in the press would be helpful but there is little interest in publishing details of crimes other than serious offences or ASBOs.
9. **Fair** – victim care leaflets had been introduced and staff were being trained in appreciating the importance of the victim. Things were now improving.
- 10 **Fair** – Clear ownership of complaints and expressions of dissatisfaction had been given to the Professional Standards Department. Dissatisfaction was now being recorded. The Force was looking at having customer service desks in call centres.
 - An action plan had been developed to cover all these areas with a Red, Amber, Green monitoring system. This was then fed down to lower level officers to say that this is what we expect you to do.

RESOLVED that the Committee supports the view that the Community Engagement Committee monitors Force compliance with the Policing Pledge on behalf of the Police Authority.

PM/585 Forensics Task and Finish Group

The report had been emailed to members but Mr Bull was not present to respond to questions. This would form an agenda item at the next meeting.

RESOLVED that the report be discussed at the next meeting.

PM/586 National Crime Recording Standard and National Standard of Incident Recording Compliance update

Mrs Dunn introduced this item; the following points were discussed:

- The 72 hour recording compliance for sex offences continues to be of concern. This is receiving a high level of attention and is moving in the right direction.
- In the HMIC Crime Counts report Devon and Cornwall was given a 97.5% compliance. Thirty forces have 95% or more so it is not certain whether or not we are in the top ten.
- NSIR performance has improved from 83 to 90%; this is quite an achievement. When the new IT system is introduced there might be a drop in performance while staff get used to it.

RESOLVED to note the report

PM/587 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	Development of SARC Services in Devon and Cornwall	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)

PM/588 Development of Sexual Assault Referral Centres (SARC) Services in Devon and Cornwall

ACC Simpson introduced this item and covered the following points:

- Currently there were three separate centres that had developed over time. The national standard is that each force must have 'a SARC provision'. They should be funded 50:50 between Health and Police and should fulfil several criteria i.e. be near a hospital, not on police premises and that self referral should be available.

- It is likely that continuing with three SARCs is financially unsustainable. The Plymouth SARC is a 'beacon' run by a Charity. It doesn't take self-referrals currently but plans to do so in future.
- One possibility is to have a 'hub and spoke' structure with a central forensic examination suite and follow up services provided locally – such as ISVAs. This was not popular with other partners.
- An independent person has been appointed to talk to each of the partners and draw up a suggested way forward. This 'trouble-shooter' is being funded by the LCJB. The Police have drawn up terms of reference for the post but as yet no other organisation has contributed to the TOR.
- Each area (Exeter, Plymouth, Truro) would like their own SARC but the cost of funding three is prohibitive as the Police would have to fund half. The facilities and equipment for forensic retrieval at each centre has to meet certain standards e.g. paediatrics, medical examiners, female doctors etc. It would be preferable to have one centre of excellence that is affordable. Research suggests that victims are willing to travel for up to two hours provided the quality of service when they arrive is excellent. There is a possibility in the future of collaborating with other forces and having, for example, a joint SARC in Taunton.
- The Health Service would need to provide costings for the use of hospitals for SARCs. The PCTs are the responsible bodies rather than the Strategic Health Authority.
- The independent person reviewing the SARC provision will make a first report in December, which will be brought to the January meeting of this Committee. The final decision is due by April 2010.

RESOLVED to note the report

There being no other business the meeting closed at 1400hrs.