

## Devon and Cornwall Police Authority

### MINUTES

A meeting of the **Performance Management Committee** was held on Tuesday 16 May 2006 in the Conference Room, Endeavour House, Woodwater Park, Exeter, starting at 10.00 am.

#### Present:

Chairman.....Mrs J Owen  
Mr C Bulley, Mr M Hicks, Mr S Malloni, and Mr C Wallin.

#### Officers in Attendance: -

**Police Force** Superintendent I Ansell (Force Performance Manager) and R Bullock (Force Performance Analyst).  
**Police Authority** G Davey (Chief Executive) [items 1-6 only] and R Martin (Policy Officer).

#### PM/395 Election of Chairman

**RESOLVED** That Mrs Owen be elected Chairman

#### PM/396 Election of Vice Chairman

**RESOLVED** That Mr Bull be elected Vice Chairman

#### PM/397 Apologies for Absence

Apologies for absence were received from Mr M Bull, Mr J Currie, Sir S Day and Mr W Thomas.

#### PM/398 Declarations of Interests

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

#### PM/399 Minutes

PM/392 – On 27 April 2006, the Police Authority Resources Committee approved funding arrangements for the Socrates project and approved it as part of the Force Strategic Programme for 2006/7.

**RESOLVED** that the minutes of the meeting held 28 March 2006 were confirmed and signed by the Chairman as a correct record.

#### PM/400 Baseline Assessment

The Chairman explained that the original intention was to devote this meeting to the 2005 Her Majesty's Inspector of Constabulary (HMIC) Baseline Assessment report. As an action from the last Performance Management Committee, a meeting was held between three Members of the committee to determine a way forward. This informed the full Authority debate of the Baseline Assessment on 5 May 2006 where it was agreed to await the publication of the Police Authority's Job Evaluation report before any further action be taken.

The Chief Executive provided an overview of the discussions that took place following the full Authority meeting on 5 May 2006.

- Due to an oversight, the Police Authority had not had an opportunity to debate the report
- The 2005 HMIC Baseline Assessment report made comment on issues of strategic management and leadership,

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- It would be sensible to consider these issues together with the findings from the Police Authority's Job Evaluation report.

Issues discussed during consideration of this item included:

- HMIC were currently in Force conducting research for the 2006 Baseline Assessment.
- Once the report is published it will be important to provide Members with an awareness of what the gradings mean.
- Some standards have changed significantly, for example neighbourhood policing.
- With a heavy focus currently on neighbourhood policing and protective services through the 'Meeting the Challenge' programme, it is important not to overlook business as usual.
- Members expressed concern over the messages being delivered to the public regarding 'Meeting the Challenge' and, in particular, the changes to neighbourhood policing.
- The Police Authority seminar on 8 June 2006 will focus on the areas of neighbourhood policing and the 'Meeting the Challenge' programme. This will be an opportunity to challenge the Force on these issues.
- The draft Baseline Assessment report for 2006 may be available before the next meeting of this committee on 25 July 2006.

### RESOLVED

- a) That the Committee notes the oral update on the 2005 Baseline Assessment.

### PM/401 Performance against the Annual Policing Plan (Targets)

The Force Performance Analyst provided an overview of the latest quarterly police banding assessment, circulated by the Police Performance Steering Group within the Home Office.

Issues discussed during consideration of this item included:

- Citizen focus is the weakest area. The Force was rated as 'fair' with direction of travel as 'no apparent change'.
- The low number of Black and Minority Ethnic police officers and police staff is affecting the grading for Resource Usage. The Human Resources Department are working to improve this. The recruitment of Police Community Support Officers (PCSOs) may help to improve numbers if they then transfer to regular officers.

The Force Performance Analyst delivered a presentation on Force performance for the period 1 April 2005 to 31 March 2006.

Issues discussed during consideration of this item included:

- Plymouth BCU turned round its performance by the year-end
- South and West Devon BCU compares reasonably well with the three other BCUs. However, it performs poorly when judged against its most similar BCU family (MSF).
- The number of crime scenes visited continues to increase. This, coupled with the quality of lifts being taken, is resulting in a slow increase in detections.  
The Force has a very low level of burglaries making further improvements hard. The Head of Crime is looking at ways to increase the number of offences taken into consideration (TIC).
- There is a need to understand why the Crown Prosecution Service (CPS) does not accept some evidence and therefore fail a case. Improvements are needed in the process of converting the identified 'hit' into a detection.

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- The Chairman expressed some concern at the relative poor performance of South and West Devon BCU within its MSF.  
The Force Performance Manager reported the BCU had more open Operational Information System (OIS) logs and a greater workload per officer than other BCUs. There may also be a shortfall of sergeants in the BCU.  
It was agreed that the South and West Devon BCU Commander would be requested to provide a report to the next meeting of this committee to explain how performance will be improved, particularly with regards to detections.
- User satisfaction continues to be a concern to the Committee. The Force is studying what areas impact on user satisfaction. There are close links with the new Victim and Witness Codes and the Quality of Service Commitment. The Commander, Call Management and Communications Department is leading the citizen focus workstream within the 'Meeting the Challenge' programme. Members called for a report to be presented to the next meeting of this committee detailing the action being taken to address the low levels of user satisfaction.  
From April 2007, user satisfaction surveys will also cover incidents of anti-social behaviour.
- Members called for a report into the impact of the recent changes to OIS log access.

The Force Performance Analyst presented a report on the Forces' long-term targets.

Issues discussed during consideration of this item included:

- All the long-term targets are predicted to be achieved with the exception of the frontline policing measure. Work is needed to identify officers' understanding of the 'non-incident related paperwork' code.
- The Home Office acknowledges that there are some problems with the definition of the target but little appears to have been done to address them.

### **RESOLVED**

- (a) That the Committee notes the Force's performance against the annual policing plan targets 2005/ 2006.
- (b) That a report to explain how performance will be improved, particularly with regards to detections within South and West Devon BCU, be presented to the next meeting of this committee
- (c) That a report detailing the action being taken to address the low levels of user satisfaction be presented to the next meeting of this committee.
- (d) That a report into the impact of the recent changes to OIS log access be presented to the next meeting of the Committee.

### **PM/402 Continuous Improvement Database**

The Force Performance Manager presented a report detailing Best Value Review recommendations held on the Continuous Improvement Database within the Corporate Services Department.

Issues discussed during consideration of this item included:

- The Chairman expressed concern that some of the recommendations were still in progress despite being initiated several years ago. It was reported that some delays had occurred. Several other delays were a result of data protection issues with sharing information between the police and other agencies.

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- At the last Committee meeting, it was reported that the Leadership Best Value Review recommendations were not being progressed adequately. The Chief Constable has asked for an update on the recommendations which she is now considering.
- The Chairman suggested that recommendation 2 of the Traffic Best Value Review:

*To improve the performance indicators and targets in relation to public safety on the roads of Devon and Cornwall at both the departmental and Force level.*

should be marked as complete.

**RESOLVED**

- (a) That the report be noted.
- (b) That the Policy Officer clarifies whether recommendation 2 of the Traffic Best Value Review should be marked as complete.

**PM/403 Activity Based Costing**

The Force Performance Manager presented a report on the Neighbourhood Beat Manager Activity Survey conducted in February 2006.

Issues discussed during consideration of this item included:

- Neighbourhood Beat Managers can get drawn away from their own Beats by follow-up paperwork, statement-taking etc.
- Concerns expressed earlier in the meeting regarding South and West Devon BCU were reinforced with a chart illustrating approximately 10% of Neighbourhood Beat Managers in the BCU were drawn into response duties.

The Force Performance Manager reported that the Force had received a good report for crime recording from the Audit Commission. The areas of the report had been broken down into the following findings:

Management arrangements -	Good and improved
Data testing -	Good and sustained
Police Authority role -	Good and sustained

Members were advised that an Audit Commission report into Activity Based Costing within the Force had highlighted several areas for improvement particularly around elements of financial modelling. The Policy Officer would obtain the report and circulate to Members

**RESOLVED**

- (a) That the report be noted.
- (b) The Policy Officer would obtain the Activity Based Costing report by the Audit Commission and circulate to Members.

The meeting closed at 1200 hours.