

## Devon and Cornwall Police Authority

### MINUTES

A meeting of the **Performance Management Committee** was held on Wednesday 27<sup>th</sup> January 2010 in the Conference Room, Endeavour House, Woodwater Park, Exeter starting at 10.00 hrs.

#### Present:

Chairman: Mrs L Dunn

Members: Mr M Hicks, Mr B Jenkin, Ms J Norton, Mrs J Owen, Lady Stanhope,

#### Police Authority

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

#### Constabulary

Ms A Poole (Head of Performance & Analysis), Acting Deputy Chief Constable D Simpson and Superintendent C Singer (Territorial Policing Department).

#### PM/589 Apologies for Absence

Apologies had been received from Mr M Bull, Mrs L Williams and Ms J Zito.

#### PM/590 Declarations of Interests

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

#### PM/591 Minutes

**RESOLVED** that the minutes of the meeting held on 11<sup>th</sup> November 2009 be confirmed as a correct record.

Matters arising:

PM/583 seventh bullet - Local resolution meant that complaints were resolved at a sector level, rather than being elevated to Professional Standards.

PM/583 tenth bullet – the one high risk in the Customer section of the Constabulary Risk Register was the inability to deliver a full service at times of high demand.

PM/583 last bullet – this committee will still receive details of the serious violent crime as a subset of the Violence with injury performance figures but will not be able to compare this with other forces as the figure is no longer collected nationally due to Home Office changes to PSA23 .

PM/585 – all queries with the report on the Forensics Task and Finish Group had been resolved.

#### PM/592 Performance Report

The Head of Performance & Analysis introduced the report that provided details of Force performance towards the Policing Plan targets for the year with the focus on improving public confidence. Issues discussed during consideration of this item included:

- A new scorecard had been developed and approved by the Chief Officers Group on 25 January 2010. The Committee called for the Scorecard to be provided earlier to enable Members to target discussion based on risk.
- Members questioned why police officer numbers showed an excess of posts. It was explained that the chief inspector rank had been abolished some time ago but the personnel had yet to be absorbed into the system; some supernumerary posts were officers who cannot be moved to the front line because of a disability and some are on career breaks or secondments. All these posts are tracked.
- Members stated that there was much information that the Scorecard offered. It was not appropriate to examine all aspects of the Scorecard in this forum. The Chairman called for the Performance Analysis

Task and Finish Group to reconvene to look at the Scorecard in more detail and make proposals on how the Committee may wish to use it in future.

- Members expressed concern that public complaints about incivility were high at 25.3%. The Chairman of the Authority's Professional Standards & Complaints Monitoring Group was in attendance at the meeting and confirmed that incivility complaints were audited regularly. This would be taken back to the Group again however.
- The 'You Matter, We Care' booklet had been expanded force wide to cover victims of crime and anti-social behaviour.
- The Chairman reminded Members that public confidence had been selected as the theme for this meeting given that it remains the Home Office's priority for policing. Since the performance data for this meeting had been prepared and circulated, September 2009's BCS figures had been published. Disappointingly, the public confidence measure reported a drop to 46.9%, meaning Devon and Cornwall was now 26<sup>th</sup> out of 43 forces. The trend is downward and the prediction to the end of March 2010 is that the figure may dip further.
- The Head of Performance and Analysis reported that the Force was undertaking intense activity to try and understand the reasons behind this fall in performance. As yet, analysts have not been able to identify the causes. Contact has been made with those Forces that were performing well in this measure to see if Devon and Cornwall could gain any best practice or learning. This was ongoing but there were no immediate quick wins identified so far.
- Members reflected again that this was not an area of priority for some Local Authorities. Members repeated their concerns that the measure was flawed but recognised that it was up to the police service to encourage Local Authorities to better understand how their actions and service affect this area of performance. There was concern that Local Authorities did not appreciate that this was a mandated JOINT target.
- Echoing a call at the Seminar on 22 January 2010, Councillor Members of the Police Authority were urged by the Chairman to use their influence to persuade colleagues and officers within their Councils to better understand the impact its actions have on the public confidence figure. Members noted that there was a commitment from Councillor Members of the Police Authority to meet with their Council Chief Executives to push for greater understanding and joint working to reverse the decline in this area of performance.
- It was hoped that a recent letter to all Chief Executives of Local Authorities from the Chief Constable might make a difference and CDRPs need to try to influence this as well. The more focussed question about how the police, rather than with Local Authorities, work to reduce crime and anti-social behaviour resulted in better performance.
- The Action Plan to address the performance decline was due for presentation later in the meeting.
- In the local Devon and Cornwall survey there is a decrease in the number of people who think Devon and Cornwall Constabulary is a fair organisation. One of the areas seems to be that people are not sufficiently informed about the wide range of work that the police are doing and, importantly, the outcomes of police engagement and activity.
- The Chairman asked that the Public Confidence Communications Strategy be provided to Members of the Committee. Superintendent Singer committed to doing this once the Strategy had been updated by the Corporate Communications Department.

**RESOLVED** to note the report.

#### **PM/593 Delivering Improved Public Confidence – Progress Report and Action Plan Update**

Supt. Singer introduced this item which detailed the action plan and progress made in relation to public confidence. Issues discussed during consideration of this item included:

- The action plan had led to increased activity since it was developed in November 2009.
- People needed to be engaged and informed. A neighbourhood newsletter had been delivered in three areas of the Force, Torbay, East Cornwall and North & East Plymouth. Another round of newsletters was due and by the middle of 2010 it was hoped to have covered all areas of the region.

- Other initiatives included a website update, increased patrols at 'red' times and officers patrolling singly rather than in pairs.
- PACT meetings tend to attract people that are already engaged. Different ways of engaging people are necessary.
- The Future Improvement Plan has three main force strategies – People, Operational Policing, Public Service. This requires robust monitoring to check that change happens. This can be done with the use of blind shoppers, peer review etc.
- Different approaches were being used for different areas. E.g. in Truro a note was put through every door to ask people if they have any concerns to ring a number. In Plymouth contact patrols visit every house in a street to ask about different issues.
- Everything sent out to the public has details of the website. The Court and Convicted area was useful to show people what has happened following a particular crime. The number of unique hits is increasing and it is hoped that these people will inform others.
- The Community Messaging Service (CMS) was an effective system but take up was patchy. Cornwall had fewer members than Plymouth or Exeter. The system could be used to update people on arrests etc but the information needed to be relevant.
- Local newspapers are used but the Force would like to make more use of Parish Magazines or local newsletters. There is not a consistent approach across the Force. Care also has to be taken that the community does not get the impression that crime is increasing.
- There are pilots in place for joint tasking meetings with the local authorities to deal jointly with problems and neighbourhood management.
- In surveys responses of "Neither agree nor disagree" are not included in the figures. Details of where the Force is not achieving targets should be circulated in advance of the next meeting for comment. The Committee needs regular updates that the confidence target is on track.
- The Action Plan was scrutinised and reasons for targets not achieved by their target date were given to the Committee.

**RESOLVED** (i) to note the report, current performance and progress made against delivery on the action plan.  
(ii) to note the planned action to produce a comprehensive Improvement Plan by 31<sup>st</sup> January 2010.

#### **PM/594 Police Authority Target-Setting Process 2010**

Proposed targets were discussed at a Police Authority seminar on 22<sup>nd</sup> January. The report on the targets was tabled. Issues discussed during consideration of this item included:

- The targets had been set but might need to be reviewed when the budget was set.
- The Policing Pledge had finite targets that were monitored by this Committee but the Community Engagement Committee had oversight of it.
- There was some concern about the workforce targets concentrating on a recruitment target rather than an overall balance in the workforce. However, as recruitment levels are so low it would be difficult to make any significant change in the workforce balance.
- The target to exceed 61.2% of people who agree that "the police and local councils are dealing with anti-social behaviour and crime that matter in the area" was based on the BCS results. The previous target of 86% was based on the local survey. This would need careful handling when published so that it did not appear that the target had been dropped by over 20%.

**RESOLVED** that the targets be presented to the Police Authority for approval on 12<sup>th</sup> February 2010.

### PM/595 National Crime Recording Standard and National Standard of Incident Recording Compliance update

The Chairman introduced the report that gave an update on Force performance for crime and incident recording compliance. Issues discussed during consideration of this item included:

- Plymouth BCU had made remarkable improvement in compliance over the past few months.
- The declining trend in incident log final closures is of concern and has been the subject of detailed discussions with the Force Crime Registrar, former Deputy Chief Constable and the user group. The Call Management and Communications Department will be absorbing some of the work from the BCUs.
- Concerns had been raised with the training department and HR Committee about the slow implementation of the training.
- Results from the National anti-social behaviour survey will be brought to the Committee when available from HMIC.

**RESOLVED** to note the report

### PM/596 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	Progress of the Peninsula SARC Implementation Project	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/597 Progress of the Peninsula of Sexual Assault Referral Centres (SARC) Implementation Project

The Project Manager presented a progress report including the current risks to delivery of SARC services across the Force area. Issues discussed during consideration of this item included:

- The Project Leader had been appointed and as an external person it was hoped he would be able to see things differently and broker a deal between partners.
- The proposal was to have a single management structure with three hubs. The Police had £200k to put in, which is comparable to other forces. Cornwall Council has found some funding for their hub but figures are yet to be confirmed from Devon.
- The Plymouth SARC is currently run by a charity; the Police have given three months' interim funding for this SARC while the project is finalised.
- Three years' funding was necessary for the project to go ahead with funding promised on a three-year rolling basis after that.
- The Police Authority has a responsibility to reinforce SARCs on CDRPs and Local Authority members could put it on a Council agenda. There is no corporate approach from the Strategic Health Authority.
- A steering group has been formed and the Project Manager has been asked to Chair the Group. However it needs representatives at a high enough level in their organisations to be able to approve funding. Budgets are being set in most organisations now so more might be known at the end of February.
- Results from the ACPO Rape Review were awaited; no date has been published for their release.

**RESOLVED** to note the report

There being no other business the meeting closed at 12.30hrs.