

CHESHIRE POLICE AUTHORITY
23 SEPTEMBER 2008

ACTING CHIEF CONSTABLE'S REPORT

PURPOSE OF THE REPORT

- 1 To update the Authority on operational matters within the Constabulary.

TYPE OF CRIME	RECORDED July and August 2007	RECORDED July and August 2008	DIFFERENCE
Criminal damage	3106	2697	- 409
Violent crime	2863	2706	-157
Acquisitive crime	3181	2584	- 597
Domestic burglary	668	700	+ 32
Burglary other	939	889	- 50

PERFORMANCE SUMMARY

- 2 During July and August crime levels continued to show reductions with those related to Acquisitive Crime being particularly impressive. All major categories of crime showed reductions when compared to the same period last year with the exception of Domestic Burglary which has shown a 4.8% increase. The force detection rate of 28.7% for the period July to August is slightly below the target, but once again shows an improvement on the 24.3% achieved in the comparative period of 2007.

OPERATIONAL ACTIVITY

Northern BCU Robberies

- 3 A challenge to reduce robberies has been set in the northern BCU. However, in July the northern area experienced an increase. There were 23 robberies against a guide of 16. There were six detections in the month giving a detection rate of 26%. They breakdown as follows:-

Warrington - 11 (6 of which were at business premises).
Halton - 12 (1 of which was at a business premises).

Contact Officer: Graeme Gerrard, Acting Chief Constable
Tel. No.: 01244 612090

- 4 The area was above the anticipated robbery figures by one crime for the month.
- 5 Six of the 'business premises' robberies were part of a series of knife point attacks at convenience stores in Warrington, which formed part of a larger series of ten, two in Merseyside and two in GMP. Investigated under Operation Feature, eight arrests were made in early August. One offender has been charged with five of the offences (three of which are Cheshire offences). Northern SIU staff are confident that their investigation will result in the detection of all ten of the robberies and charges against at least some of the others arrested.
- 6 As was the case with Operation Portrait earlier on in the year, Northern SIU detectives took primacy for the investigation of this series of robberies which include a number outside of our force area, which is to the credit of the BCU. Important experience in cross border investigation has been gained and the process of collating and investigating joint enquiries is becoming very professional.

Operation Thames

- 7 Operation Thames was an investigation into a series of distraction burglaries committed across the North West area by the Connor brothers and associates in February and March 2008. This culminated in the Connor brothers being sentenced at Warrington Crown Court for 11 burglary offences and associated driving offences. Peter Connor was sentenced to seven years, Thomas Connor and James Connor were sentenced to six years and five years respectively.
- 8 The operation was far from straightforward because the subjects were extremely surveillance aware. It was evident that a number of other surveillance units in other areas of the country had run operations against the brothers, which had not been successful. In order to provide a more effective covert tactic we worked with North Wales dedicated surveillance unit and used specialist equipment.
- 9 Operation Thames culminated after five days surveillance with the surveillance team catching the brothers in the act and carrying out arrests.

Operation Autumn

- 10 On Thursday 14 August 2008, two men were arrested and a number of premises searched. A large quantity of Class A controlled Drugs, firearms, ammunition and what was believed to be a 'robbery kit' were found. All the items are currently being forensically examined and the investigation is ongoing.
- 11 The two men are currently remanded in custody awaiting trial for Firearm Offences, conspiracy to supply and possession of Cocaine, a Class A drug.

Economic Crime

- 12 Cheshire ECU has enjoyed a successful period with a number of good operations. One operation involved money laundering.
- 13 In March 2006, Cheshire Constabulary responded to an SAR (Suspicious Activity Report) generated by Barclays bank at Sandbach. The SAR had been created when one of their customers asked to withdraw £60,000. The surveillance unit and other departments were deployed.
- 14 Officers from the ECU effected the arrest of two Chinese Nationals on suspicion of money laundering and £60,000 was recovered. A further £6,000 was later recovered during the investigation.
- 15 Through a detailed and professional investigation involving searches of numerous premises, cash and property to the value of £93,400 was recovered. It was established that one of the defendants had recently lost £1.4 million as a result of his gambling habit. Ultimately, the court agreed a confiscation order of £750,000 to be paid by the defendants.
- 16 A further enquiry, Operation Huskey, involved a significant fraud investigation into the activities of two employees at O2 in Runcorn. Both were found guilty at court of conspiracy to defraud and a confiscation of £662,000 was ordered.

FMIT Operations

- 17 The following is a summary of FMIT investigations currently ongoing.

Operation Crag

- 18 Following the death of Rhys Butler (17) on 27 May 2008, a 28-year-old man from Northwich has been charged with murder and is appearing at Chester Crown Court on 9 September 2008.

Operation Amber

- 19 Following the suspicious death of two-year-old Joshua Jones in November 2007 at Murdishaw in Runcorn, a 23-year-old woman and a 25-year-old man have been charged with his unlawful death. They will appear at Chester Crown Court on 16 September 2008.

Operation Vermont

- 20 FMIT have been working with divisional SIU on the investigation into the death of James Straiton in Northwich. Three men originally appeared at court charged with section 18 wounding. CPS is currently reviewing the charges following the death of Mr Straiton.

Operation Montreal

- 21 Following the initial stages of the FMIT investigation into the death of Roy Waterfield in Leicester Street, Warrington on 27 August, a local man was charged with murder and appeared at Warrington Magistrates Court on 1 September. He will now appear at Warrington Crown Court on 12 September 2008.

Operation Obsidian

- 22 This is the investigation into the death of four-year-old Naomi Hill in Connahs Quay, Chester, which occurred in November 2007. A 31-year-old woman is facing trial for the murder of Naomi which began on 8 September.

Operation Cairo

- 23 Following a fire at Clayton Nursing Home in Congleton last month, a resident Mary Bennett died from her injuries. The fire was deemed suspicious and a murder investigation is underway.

Operation Swatch

- 24 A 44 year old woman has been charged with the murder of 23-year-old Craig Lee Travis following his death on August 30th at an address in Deepdale, Widnes.

Creamfields 2008

- 25 Creamfields music festival took place in Daresbury over the Bank Holiday weekend. The Constabulary worked closely with the organisers of the two-day event to ensure it ran safely and smoothly. Around 35,000 people visited the site on Saturday 23 August and 30,000 people visited the site on Sunday 24 August. There were no reports of any serious incidents during the festival.
- 26 This is the third time that the force has hosted Creamfields one of the biggest public events we police. Around 800 staff were involved in the policing of the event over the Bank Holiday weekend. These included police officers, Police Community Support Officers, members of the Special Constabulary and police staff.
- 27 A total of 24 people were arrested over the weekend. This was for a variety of offences including possession with intent to supply Class A drugs, assault, possession of an offensive weapon and public order offences. Of the 24 arrested, eight were for positive breath tests.
- 28 Police search teams – including dog handlers - were based at the entrances to the campsite and the arena. They supported the event security team. Festival goers were warned before the event that positive action would be taken if anyone was caught carrying drugs or weapons.

- 29 A total of 88 people received a caution on site – the majority of these were for drugs offences. Another 29 people received a street warning for possession of cannabis. Drugs and a small number of bladed items were also seized at the search points at the entrance to the arena. There were only seven thefts from tents reported to police during the event. Nine other incidents of theft – including one theft from a motor vehicle - were also reported.
- 30 This level of criminality was considered lower than the levels experienced at other weekend music festivals across the UK this summer and is a testament to the detailed planning that went into police operations.

Garry Newlove anniversary

- 31 The national media descended on Warrington in August for the anniversary of Garry Newlove's death. The father-of-three died after being kicked to the ground by a group of youths outside his home in Station Road North, Fearnhead, on August 10 last year. The media focused on the Warrington East area, where the incident had taken place and on the perceived drinking culture in the town centre.
- 32 Considerable work went on behind the scenes to ensure that the force could respond positively to any increased media interest in the run-up to the anniversary and over the weekend itself.
- 33 Officers from the Northern Area including Inspector Derek Lockie and Chief Superintendent Gary Finchett were interviewed by the local, regional and national media. Representatives from Warrington Borough Council were also interviewed. Reporters went out on patrol with local officers to see the work they are doing in local communities to tackle the issues of anti-social behaviour and alcohol related crime.
- 34 National media coverage in terms of policing in the Warrington area was extremely positive. Locally, the Warrington Guardian did a six-page feature focusing on the anniversary and spoke to both Inspector Derek Lockie and Chief Superintendent Gary Finchett. Wire FM also ran numerous features throughout the week.
- 35 Community feedback suggests that the communication initiative helped maintain public confidence in the police and councils response to the Newlove tragedy.

CALL HANDLING

Public Non Emergency Calls

- 36 The Call Management Department has consistently answered over 80% of non-emergency calls within 30 seconds since October 2007. The introduction of changes as a result of Quest intelligent deployment initiative has resulted in more time being spent taking an initial call. The focus has been on obtaining the correct and most accurate information at the first point of contact rather than simply how quickly the next call is taken. This has resulted in an 8% increase in

the number of calls resolved at the first point of contact in comparison with the same period in 2007/08.

999 Emergency Calls

- 37 The Call Management Department has consistently maintained levels of performance above the national target of 90% of calls answered within 10 seconds.

Staff Development

- 38 The introduction of an established career path for police staff, which includes a reward and recognition scheme, coaching & mentoring programme, recruitment and training programme and NVQ level 3 development scheme has clearly demonstrated Call Management's commitment to developing its staff in accordance with the 'Employer of Choice' principles. Fourteen Call Management staff have been successful in achieving the NVQ level 3 in 'Contact Management'.
- 39 The Call Management Department has been short listed to the finals of the North West Call and Contact Centre Awards in the following 4 categories; 'Team Leader/Supervisor of the Year', 'Trainer of the Year', 'Contact Centre of the year (over 50 seats)' and 'Best Recruitment Programme'.

NEIGHBOURHOOD POLICING UNITS

- 40 Here is a snapshot of activity from the NPUs across the Force.

Western Area NPUs

Outer

- 41 Chester & District Housing Trust (CDHT) has been working with designated officers from NPU as part of Operation Hallmark to reduce crime in the Blacon Hall ward. The operation is part of a long term relationship between CDHT and the police across the whole city. This relationship involves an integrated approach to addressing crime and disorder. By meeting regularly and sharing information the NPU and CDHT have been able to stop potential problems before they happen.

Winsford

- 42 Winsford Neighbourhood Policing Unit have been working in partnership with Trading Standards targeting proxy purchase of alcohol to under age persons outside problem off license premises. The team has been conducting observations outside problem premises, identifying offenders and then reporting them for licensing offences. This will continue throughout the year as part of the ArcAngel initiative to tackles alcohol related crime.

Rural

- 43 During the summer months, the Rural Neighbourhood Policing Unit has been running a ten week tennis camp at Helsby Sports Club in order to provide diversionary activities for local teenagers. Local officers have provided coaching on a twice weekly basis during which excellent relationships with a large number of local teenagers have been formed. The overall aim is to provide them with something to do and somewhere to go, thus reducing antisocial behaviour.
- 44 A major seizure of cannabis was made in Frodsham following the discovery of a cultivation operation at 3, Whitehall Place. The premises a semi-detached residential dwelling was under a six month lease to a Chinese national. The entire floor space was taken over to the production of cannabis plants which were near maturity at the time of seizure. In excess of 500 plants were seized with an estimated street value of £30,000 per crop. Four Chinese nationals were arrested in connection with the cultivation and are on police bail. They have also been passed on to immigration officials.

Ellesmere Port and Neston

- 45 A local Community Action Team officer has been working with the local council and sports groups to put together a 6 week programme of sporting activities on his beat. He had identified that during the summer holidays very little was being offered to the local youths to keep them occupied. This scheme now has cage soccer on a Monday and Wednesday evening. Football, dodge ball and hockey every Tuesday afternoon. The use of a mobile skate park has been secured and this will move around the area. Volunteer workers have been provided by the local council along with participation from NPU. Qualified football, basketball and skateboard coaches will also be attending to provide tuition and the initiative was advertised at the local schools.

Eastern area NPUs

Congleton

- 46 More than a thousand people turned out for three "Alsager Rocks" events organised by Police Community Support Officer Helen Harrison. The concerts, part of the ArcAngel campaign against alcohol-related crime and violence were held in Milton Park in Alsager.
- 47 Last year the Neighbourhood Policing Unit was moving groups of up to a hundred seriously drunk teenagers out of the park on some evenings. This year's problem solving initiative involved young people, their parents, and grand parents all enjoying the entertainment in a happy drink-free atmosphere.
- 48 In July, the Congleton NPU held a StreetSafe initiative, where local people identify key local issues. Key themes of anti social behaviour, alcohol, drugs and dangerous driving were among the major issues raised by people during the second operation. Streetsafe involves NPU staff, the community safety

partnership, fire fighters, community wardens and volunteers who toured the estate talking about what causes them the most concern. The agencies exchanged information and have planned joint action to tackle the bigger problems.

Crewe and Nantwich

- 49 An illegal immigrant who admitted looking after a cannabis “factory” in a former Methodist Church at Wettehall was sent to prison for two years. Chester Crown Court was told that more than a thousand plants were being cultivated and the illegal drug operation was worth £400,000. Judge Stephen Clarke told the 37 year-old man he had been exploited by organised crime in the same way that drug addicts were exploited.
- 50 A 19 year-old male who took part in an armed attack on another man in Richard Street, Crewe has been found guilty of attempted murder. The jury at Chester Crown Court heard that a group carrying knives and samurai swords had stabbed the victim repeatedly, and he had only survived because of his size and strength. The accused man had denied taking part in the attack.

Macclesfield, Wilmslow and Knutsford

- 51 Macclesfield, Wilmslow and Knutsford started a new ‘*Door Stop* campaign.’ The initiative was organised in conjunction with the local Crime Prevention Panel and provides first-hand information to old people about rogue traders, bogus officials and distraction burglars. Police officers working with trading standards visited organisations working with elderly residents delivering an hour-long presentation, including a DVD. The basic message is explained how to deal with anyone who cold-calls at the door.
- 52 The 2008 emergency services fishing contest took place during the summer school holidays. The contest was bigger and better than ever. The initiative had three new venues and involved around 800 competitors aged between seven and seventeen. The contest was spread over more than a week with youngsters from all over East Cheshire taking part. This year’s contest was fished at 18 different venues between August 11 and August 18, with a grand final at Gawsorth Fisheries on August 21. The locations included Lakemore at Crewe, Border Fisheries at Crewe, Winterley, near Sandbach, Elworth Fisheries at Sandbach, and Moreton Fisheries, near Congleton.
- 53 The contest was established by constable Mick Shaw from Macclesfield two years ago. The initiative began with the intention of providing something to do for youngsters who might be out on the streets or drifting into trouble. It has been a tremendous success.

Northern area NPUs

Runcorn

- 54 To target motorcycle related antisocial behaviour, Runcorn have been running Operation Granite 2 all summer and to date have seized 25 motor cycles which has substantially reduced the number of calls regarding nuisance motorcycles. The majority of these seizures have been carried out by the PCSO's.
- 55 "Friday Nights in the Parks" has once again been run with partners with the intention of diverting youths away from nuisance behaviour and drinking. This has involved numerous activities from graffiti artists, skateboard demos and sporting activities in Phoenix Park.

West

- 56 Significant intelligence is being received from the local community in the Bewsey area regarding drug dealing. In response to this and to provide reassurance to that community, local drugs dealers in this area have been targeted and a number of search warrants executed. A man was arrested at one address and was found to be in possession of approximately £800 worth of Heroin and Crack Cocaine. He was charged with possession with intent to supply and remanded.

South

- 57 A significant cannabis factory was found in Grappenhall in July. Level 2 crime units are currently progressing the investigations with Manchester and Merseyside in relation to a team of Chinese internationals who have been running similar operations throughout the region.
- 58 A very successful covert and overt drugs operation was recently executed in Stockton Heath in relation to the use of recreational drugs. Plain clothed officers were deployed as well as extra uniformed staff including NPU resources and Vector (including a drugs dog). The operation resulted in four people being arrested for possession of Class A drugs and approximately 20 people searched. The operation was met with a very positive response from the public.

Warrington Town Centre NPU

- 59 The Warrington town centre NPU has continued to develop and now consists of 11 PCs and seven PCSOs. There are another four PCs and one DC due to start in early September 2008. PCSOs fully contribute to the work of the town centre NPU and are actively forging links with our communities at different levels. The town centre also has a dedicated team of Special Constables who work with the Unit.
- 60 Operation First Step was initiated to introduce an approach to the night time economy and to progress the Warrington ArcAngel action plans. The figures

below demonstrate some of the performance outcomes achieved during this process:

	Arrests	Section 27 Notices	Licensing Visits
April	54	16	16
May	84	36	34
June	90	53	34
July	80	26	18
August	70	19	10

- 61 Since the introduction of Operation First Step there have been no serious incidents or life threatening assaults reported in the town centre. The next phase of pro active work is Operation Compliance, targeting further licensing enforcement.
- 62 Operation Checkpoint took place on 9 August 2008 in partnership with the Licensees, Door staff, Trading Standards, the press and the Warrington Borough Council. In order to access Town Centre bars after 10pm, people had to first pass through a police checkpoint and received an 'ArcAngel' stamp on their hand. The checkpoints included scanning with metal detectors and passive drugs dogs. The vast majority of people passing through the checkpoints felt positive and re-assured with the police presence. No weapons were found and in total 10 people were arrested for drugs offences and public order.
- 63 From late September the Northern Area will use a mobile custody Unit which will have its own custody desk, interview and documentation facility. This will allow for the street issue of Penalty Notice for Disorder and quick caution/disposal of people arrested in the town centre with officers resuming to their duties more quickly.
- 64 The 'feel' of policing in the town centre has perceptively changed in the past 6 months which can be evidenced in the following quote from the Warrington Guardian newspaper (August 14th 2008): *"Since the Town Centre NPU was created in April, there has been a significant improvement in combating anti-social behaviour with officers, licensees and door staff working in partnership to crack down on alcohol-related problems."*

CRIMINAL JUSTICE

DGSP (Directors Guidance Streamlined Process)

- 65 The Constabulary's Eastern BCU remains a pilot area for Director's Guidance Streamlined Process. New statutory guidance from the Director of Public Prosecutions (DPP) which impacts on all criminal justice agencies, particularly the Police, CPS and Her Majesty's Courts Service has provided a basis for the pilot.
- 66 The pilot has been live within the Eastern Area for five months and there has been an ongoing process of review and consultation with officers and

practitioners at all levels. This has led to a refinement of some operational procedures, affecting both the Police and partner agencies. Clear guidance has been circulated to front-line officers detailing their responsibilities, and this appears to have had a positive effect, in that overall, the degree of unnecessary work by officers, when preparing straightforward guilty plea files, is reducing. The need for robust and intrusive police supervision is seen as a key element to the success of the scheme.

- 67 Recent local performance data from August 2008 indicates the pilot is performing in a positive manner when compared with CJSSS, with the benefits which CJSSS delivered, being sustained and in some cases exceeded. At a national level the National Prosecution Team has recently published an interim review of DGSP. The review suggests pilot areas have sustained CJSSS performance. The national ambition is for DGSP to be rolled out throughout England and Wales by June 2009. Pilot forces are due to fully implement DGSP force wide prior to this, with Cheshire planning for the Western Area to go live in November 2008, followed by the Northern Area in January 2009.

Cheshire Criminal Justice Board Performance summary – July 2008

- 68 The latest data for public confidence in the local criminal justice system for year ending March 2008 showed 50.6% of people had confidence in the system. This latest data is a 10.3% increase on the baseline data set in 2003, and is the highest confidence figure anywhere in the country.
- 69 Research shows that public confidence is based primarily on the public perception of police visibility, consistency within the courts and the care of victims and witnesses. Investment by the Force and other agencies in neighbourhood policing, customer service desks, victim and witness care units and CJSSS initiatives appear to be having a direct impact on public confidence.
- 70 Offences brought to justice (OBTJ) data is now measured as a rate of recorded crime, divided into three tiers of seriousness. Tier 1 includes serious sexual and violent offences, Tier 2 includes serious acquisitive crime and Tier 3 is all other offences. There are no longer any numerical targets for OBTJ performance; we are expected to monitor our performance against national performance and that of our most similar areas.
- 71 Cheshire is currently the best performing force in our group of most similar area's for bringing serious sexual offences to justice; the third best performing area for bringing serious violent offences to justice and the second best performing area for bringing all Tier 1 offences to justice.
- 72 In this area 53.1% of tier 1 offences brought to justice compared to 37.1% across the country. Cheshire is the third best performing area for bringing Tier 2 offences to justice (14.6% against 12.5% nationally). Cheshire is fifth position in the rankings for bringing Tier 3 offences to justice and performance is slightly below the national average (32.2% against 33.9% nationally).

Witness Protection

- 73 A Memorandum of Understanding was drawn up between Lancashire, Cheshire and Cumbria in March 2008, setting out a collaborative Witness Protection Framework between the three forces. One Detective Sergeant and two Detective Constables from Cheshire are deployed to the 3 counties covert protection team based in Preston. This is the first collaborative witness protection team in England and is of comparable size to the teams operating in Greater Manchester and Merseyside arrangements. Budgets to cover staff salary are now in place following the precept increase, along with training and other support costs. The net salary saving over the cost of developing a Cheshire stand alone team amounts to £66,000.
- 74 FMIT trained staff in witness protection procedures prior to this arrangement. Information and guidance on witness protection services is available to all staff via the on the force Intranet and training is being rolled out to all areas at a senior investigators conference on the September 8.
- 75 Cheshire hosted the most recent regional witness protection conference in May 2008, opened by ACC Baines and D/Supt Strachan.

Restorative Justice

- 76 Restorative justice is a victim-centred response to crime that provides opportunities for the victim, the offender, their families and representatives of the community to be directly involved in responding to the harm caused by the crime.
- 77 A restorative process holds offenders directly accountable to their victims by bringing victims and offenders together, within a controlled environment, to collectively decide on a response to a particular crime. It empowers the victims and places them at the centre of this process. This is a purely voluntary process which both participating parties must agree to.
- 78 The use of RJ in Cheshire began in October 2007 as a pilot programme in 12 sites across Cheshire, Halton and Warrington. It has previously been used by some of the Constabulary's partner agencies within the county, but often in a restricted capacity. The progress of fifty six offenders (who have taken part in RJ conferences) has been tracked to date, and the findings are very positive as follows:-

Feedback from victims taking part showed that prior to the RJ conference, 54% felt traumatized by the incident and only 45% felt safe in their local community. Following the conference, however, 73% felt able to put the incident behind them and those that felt safe in their local community rose to 73%. 78% found the RJ approach to be better than the traditional method, 91% felt they would recommend it to a friend and all were happy with the outcomes of the conference and what the offender was asked to do. 72% felt their perception of the police had improved following their participation in the restorative process.

- 79 82% of offenders participating in the RJ pilot said they felt they understood the affect their behaviour had had on the victim and that they were less likely to commit crime again. The same percentage agreed that their perception of the Police had also improved through the restorative approach.

COLLABORATION

Regional Crime Unit (RCU)

- 80 The Regional Crime Unit (RCU) became operational in April 2008. It is led by a Merseyside Police Detective Superintendent, while Cheshire has a Detective Sergeant and three constables seconded to the unit. The unit has started live targeted operations against high risk Organised Crime Groups (OCG) throughout the region.
- 81 The RCU operates a strategic and tactical tasking and co-ordination process in accordance with national good practice. Detective Superintendents from Cheshire Level 2 Crime Units and FIB routinely attend the unit meetings and senior officers from RCU attend the Cheshire Level 2 tasking and co-ordination meetings, ensuring intelligence and operational information is shared appropriately. The level of co-operation and goodwill is very strong throughout the region. In addition to the formal meeting structures, there is regular contact between the unit and Cheshire specialist crime units in developing intelligence and providing mutual support in the resourcing of surveillance operations.
- 82 The unit is now progressing live operations against these two high risk Cheshire OCGs.
- 83 Negotiations at ACPO level are at an advanced stage to secure agreement for the sharing of criminal assets seized by the RCU. This will be done on a pro rata basis based on the contributions of the individual forces to the RCU.

Motorway collaboration and ANPR

- 84 On 15 September, the final stage of implementation will be complete and the Motorways within Cheshire, Lancashire and Merseyside will be fully policed by the North West Motorway Policing Group (NWMPG). This final transition will involve some geographical changes to the current patrol areas and see force boundaries soften as the regionalised group takes full effect. The collaboration with our neighbouring forces will enable a dedicated team of specialised Road Policing Officers to work towards keeping our motorways safe and free flowing and to proactively target-cross border criminality.
- 85 The regional police deployment pod within the Highways Agency building at Newton-le-Willows is now fully operational. The controlling of all the partnerships assets from this single centre will ensure that the most appropriate resources are used to resolve incidents across the motorway network.

- 86 In January this year the region was successful in securing home office funding to develop a regional ANPR infrastructure across the motorway network. The first phase of this procurement is almost complete and Cheshire as the lead force is hosting a back office facility capable of reading three million vehicle number plates per day. The scheme will eventually see 170 cameras installed at key locations across the regions motorways, significantly enhancing our intelligence capabilities and strengthening protective service provisions.

FORCE DEVELOPMENT

Quest

- 87 Following the Quest Intelligent Deployment project, the Constabulary has received considerable interest from other forces. Quest in Cheshire has also received specific positive comment in the recent Government Green Paper. The scheduled appointment process introduced earlier in the year has proved resilient and monitoring continues to ensure that service standards are being met.
- 88 The appointment process is in line with the Home Secretary's desire for police to respond to all calls for service within 48 hours. In July, the Quest team presented their progress at a Home Office event in Manchester and this was very well received.
- 89 Quest Intelligent Investigation has moved into the design and implementation phase, following approval of the business cases for change at Chief Officer Group on August 19. The changes will focus on the volume crime investigation process, from initial crime investigation and recording, through custody, and to eventual disposal. By reducing delays and waste, and better matching resources to the point of demand, Quest aims to improve service standards and increase productivity.
- 90 The changes will cover the following business processes: crime recording; initial investigation standards; discretion for front line officers; custody resources; custody investigation; crime investigation management; and streamlined criminal justice.
- 91 The Quest team, drawn from Area and HQ staff, will continue to work with Area senior managers and operational staff over the coming months to determine how the changes can best be applied locally and to deliver the necessary training and process change. The business cases have already identified significant opportunities for efficiency and productivity gains, and these will be tracked through the year in support of the Constabulary's efficiency savings target. Support from KPMG, will cease at the end of September, but the constabulary's team will progress beyond this. Quest Intelligent Investigation is on target to complete a pilot roll-out by the end of December this year.

Mobile Data

- 92 The Constabulary was successful in bidding for £2.06m from the National Policing Improvement Agency allowing us to provide all front line officers with hand-held mobile data terminals to enable them to access and update relevant information on Force IT systems wherever and whenever required. Officers will be able to undertake the most common front-line functions, with emphasis placed on simplicity of operation, information reuse and data quality.
- 93 A gradual roll-out to targeted patrol team and motorway officers is scheduled to start on 22 September. Officers will attend a one day training course which will include the issue of their own device. They will be required to use the device from that point forward. Roll-out to NPU officers will commence early in the New Year.
- 94 Mobile data will provide major benefits to the force, these include:-
- Increased front line policing time;
 - Reduced bureaucracy through the reduced reliance on paper forms;
 - Improved service to the general public by making officers more efficient and more effective
- 95 The Constabulary will be formally measuring and monitoring the benefits over the coming months and will report the outcomes to the Sustaining and Improving Programme Board.
- 96 It is important to note that the introduction of mobile data in Cheshire, and the limited functionality that we go live with from September, is only the first step in a programme of potential developments that are available to us via mobile data. Further development of this equipment and system will be required to capitalise on all potential opportunities.

Custody

- 97 Contracts for medical and transport services are due to expire at the end of April 2009 and a tendering exercise is underway to secure these services for May 2009 and into the future. The contract for medical services will include custody and other non custody functions, for example, sexual offence examination of victims.
- 98 The Force currently has a pilot running with a private company, Prestige, to provide all interpreter services for the force, not just for custody services. This is due to come to an end in November 2008.
- 99 GMP is leading on a procurement exercise for interpreter services on behalf of all North West police forces together with health authorities and NHS trusts in the North West.

- 100 The force continues to work towards being fully compliant with the National Guidance issued in respect of the Safer Detention and Handling of Prisoners. Detailed action plans cover the work completed to date and identify that still required, following inspection in 2007 by Her Majesty Inspectorate of Constabulary and Her Majesty Inspectorate of Prisons, Peer Group Review in 2007 by National Policing Improvement Agency and the Independent Police Complaints Commission investigation into the death of Frank Morris while in custody in 2007.

STAFF ACHIEVEMENTS

- 101 The annual Sentinel and Britannia Building Society's "Our Heroes gala celebrity awards evening" is being held on 23 September, in Stoke-on-Trent. The event acknowledges the unsung heroes of our communities across South Cheshire and North Staffordshire and takes the form of a formal high profile awards ceremony. The Constabulary was delighted to receive the news that DC Claire Jesson who is based in Congleton is to be one of only three winners to be commended during the "Beyond the Call of Duty" category on that evening. She was nominated because amongst other things, she has an exemplary record including ensuring that 10 out of 12 identified prolific offenders in her NPU are currently in prison as a direct result of her work. The panel of judges were said to have been "wowed" by her nomination.
- 102 The national justice awards, promoted by ministers, generated 20 Cheshire nominations across all of the criminal justice agencies although one person was nominated twice. Among the Cheshire nominations were 13 from the Constabulary. As well as being put forward for the national awards the staff concerned will be invited to a local awards presentation as part of the Local Criminal Justice Board conference later in the year.
- 103 The nominees from the Constabulary were:-
- Warrington East Neighbourhood Policing Unit;
 - Western Rural Community Action Team;
 - David Briscoe from administration of Justice - nominated twice;
 - East Cheshire PPO Unit; Michelle Brown from the constabulary's partnership development unit;
 - Cheshire Criminal Records Staff;
 - PC Neil Burdekin; CPS/Cheshire Constabulary Atlas Team;
 - CPS/Cheshire Constabulary Operation Rampart (Garry Newlove murder investigation) team;
 - Congleton Neighbourhood Policing Unit;
 - Operation Radish Witness Care Officers and Cheshire Police Witness Care Units (The murder investigation into the death of Neil Vickers who died after his caravan was set on fire maliciously)
- 104 PC Neil Burdekin from Halton has been nominated for a prestigious national award in recognition of his efforts to help turn drug offenders away from substance misuse. The Tackling Drugs Changing Lives Award recognises,

rewards and celebrates the unsung heroes on the front-line who are working to tackle drugs and change lives every day.

- 105 PC Burdekin was nominated by colleagues in Halton's Prolific and Other Priority Offender (POPO) team. They said he is an extremely hard-working officer, who played a major part in helping drug users to rehabilitate. He helped them to find treatment, accommodation and even employment - turning them away from drugs and crime. Two awards are available, one for an individual and one for a team, each winner will receive £10,000 for their organisation to spend on the prevention or treatment of drug misuse. The winners will be announced towards the end of 2008 at a ceremony in London.
- 106 The Constabulary's customer service desk has been commended by ACPO Excellence in Policing Awards for its contribution to excellence in policing.

OPEN DAYS

- 107 The annual open day will be on Sunday 21 September 2008. Members of the public will get the chance to find out more about the Force. They will also get the chance to see the new dog kennels.
- 108 The Northern area open day takes place on Sunday 14 September from 11am to 4pm at the Police Station in Arpley Street, Warrington.

RECOMMENDED:

That the report be noted.

GRAEME GERRARD
ACTING CHIEF CONSTABLE