



Cheshire

Police Authority - Performance Panel

(B)(ii)

MINUTES OF A MEETING HELD ON 16 FEBRUARY 2010 AT CONSTABULARY HEADQUARTERS, WINSFORD

Present:

M Ollerenshaw, Chairman	B Hodson
D Cargill	C Oliver
M Chapman	B Silvester
A Doran	

Also in attendance: D Bateman, R McNeil and A Walmsley

<i>Authority Officers:</i>	<i>Constabulary Officers:</i>
M Sellwood, Chief Executive	G Gerrard, Deputy Chief Constable
D Taylor, Deputy Chief Executive	P Thompson, Assistant Chief Constable
J Hunking, Research Officer	K Watkins, Director of Performance Development
	P Woods, Head of Performance Improvement

Apologies for absence: J Ebo and B Maher

40. MINUTES

RESOLVED: That

- (1) the Minutes of the Panel held on 22 December 2009 be confirmed as a correct record;
- (2) the notes of the Level 2 briefing held on 11 January 2010, be received; and
- (3) the oral report from the Chairman on the Strategic Performance Meetings on 20 January and 15 February 2010, be noted.

41. OPERATIONAL UPDATE

The Assistant Chief Constable gave an update on Operation Aspic, the major investigation following the murder in Alderley Edge on 9 February 2010.

42. PERFORMANCE REVIEW: APRIL 2009 – JANUARY 2010

The Deputy Chief Constable presented the performance report for the period April 2009 to January 2010, highlighting the improvement in performance in respect of the single 'confidence' indicator, which at 48.2% placed Cheshire second in its Most Similar Group; and the level of total recorded crime, which was at its lowest level for over four years.

It was reported that the Strategic Performance meeting on 15 February had reviewed in detail user satisfaction data and performance and a more detailed

report would be submitted to the next meeting of the Panel. The Deputy Chief Constable also reported that as a result of the significant reduction in crime, a review of capacity had been commissioned as many of the Constabulary's processes had been designed to deal with higher crime levels, and therefore, there was an opportunity to identify capacity and redirect resources accordingly.

The Assistant Chief Constable gave an update on Operation Faithful, the forcewide operation put in place to address the upturn in domestic burglaries, and reported on the detailed analysis that had been undertaken to better understand the profile of the crimes being committed to ensure that the Constabulary's response was appropriate. It was reported that a more detailed paper on the Operation would be presented to the next meeting of the Panel.

Members welcomed the continued and significant improvements made in reducing the level of crime and the ongoing positive performance in relation to customer satisfaction. Members raised a number of queries on Operation Faithful including the percentage of crimes committed by prolific and persistent offenders; whether the increasing level of crimes was a national issue; and the blockages in the criminal justice system which was making the prosecution of some cases difficult and whether this had been addressed nationally through ACPO. The Deputy Chief Constable reported that 12 forces nationally were currently experiencing upturns in the level of domestic burglaries and that the problems with charging in some cases was being taken forward locally with the Crown Prosecution Service.

Members raised a number of further issues including the perceived 'mission creep' in the use of restorative justice, particularly in cases such as serious violence or domestic abuse which seemed out of line with the original intention of this type of disposal; concerns over the delay in developing the Safe Centre; and the outcome of the review of the Public Protection Unit. The Deputy Chief Constable reported that the use of restorative justice would only be used in such cases where there was little possibility of securing a successful prosecution and that all such cases would receive intense scrutiny and oversight by the Deputy Chief Constable to ensure that particular disposal method was being used appropriately.

The Deputy Chief Constable introduced the Policing Pledge report and highlighted the key performance issues. Members congratulated the Constabulary on the development of the framework and raised a number of issues including the frequency and format of the monthly 'Pledge' meetings, and the level of attendance at Grade 1 incidents, particularly in rural areas. The Director of Performance Development reported that all NPU inspectors had now been reminded about the frequency and level at which 'Pledge' meetings should be held, following the agreement of the local priority setting process by Engagement Committee on 9 February (Minute 45), and that further work was being undertaken to analyse response times in rural areas.

RESOLVED: That

- (1) performance for the period April 2009 to January 2010, including performance against the Policing Pledge, be received and the good

performance in relation to public confidence, user satisfaction and crime reduction be welcomed;

- (2) detailed reports on the outcome of Operational Faithful and the analysis of user satisfaction performance data be submitted to the Panel on 20 April 2010; and
- (3) the outcome of the review of capacity in the light of the significant reduction in crime and the resultant re-modelling and re-allocation of resources, be reported to the Authority as part of the middle office and transforming policing reviews.

43. PROPOSED POLICING TARGETS 2010/11 – 2012/13

The Director of Performance Development reported on the development of the policing objectives for 2010/11 and the associated performance measures and targets for 2010/11 to 2012/13.

Members noted the report and agreed with the revised targets, which had been previously discussed and revised at the Panel on 22 December 2009 (Minute 36) and at the Budget & Policing Objectives Seminar on 11 January 2010. Members asked that further consideration be given to the inclusion of a measure around people's confidence in the Constabulary's handling of anti-social behaviour incidents, and that a measure also be developed, which was easily understood by the public, which better reflected performance under Objective 6 in terms of protective services.

RESOLVED: That

- (1) the proposed targets for inclusion in the 2010-13 Policing Plan be submitted to the Authority on 23 February 2010 for approval, together with additional measures around anti-social behaviour and protective services; and
- (2) a review of targets be undertaken by the Panel on 20 April 2010 once the full out-turn performance information for 2009/10 is available.

44. POLICING PLAN 2010-13

The Head of Performance Improvement presented the latest draft of the Policing Plan, following consideration by the Panel on 22 December 2009 (Minute 36). It was reported that further amendments would be made to the Plan before it was finalised, which included a revised value for money statement and the inclusion of a reduction in officer overtime target in the 2010/11 Efficiency Plan, which could only be finalised once the budget had been agreed by the Authority on 23 February 2010.

Members welcomed the inclusion of Policing Pledge measures in the Plan, as requested by Members at the last meeting, and further requested that additional measures in relation to Pledge 2 (officer visibility) and Pledge 9 (user satisfaction with 'follow up') be included in objectives 1 and 2 respectively.

RESOLVED:

That the 2010-13 Policing Plan be submitted to the Authority on 23 February 2010 for approval, subject to the inclusion of the additional Pledge measures and overtime reduction, as set out above, and the additional targets as referred to in Minute 43 above.

45. CUSTOMER SATISFACTION SURVEYS & CITIZEN FOCUS:
PERFORMANCE UPDATE

The Head of Performance Improvement presented a report on the most recent customer satisfaction results and the findings of a number of other surveys recently conducted with the public of Cheshire. The disparity between the satisfaction of white and BME users was discussed, which was mainly due to the increase in satisfaction of white users, whilst the satisfaction of BME users had remained static. Although the number of BME respondents was low, the Constabulary would continue to monitor the trend and ensure that the Customer Service Desks illicit further information about the reasons for dissatisfaction in order that the information could then be used to influence future policing style and take remedial action and service recovery where appropriate.

RESOLVED: That

- (1) the report be noted; and
- (2) the explanation behind the disparity in satisfaction between white and BME users of the service be noted and a further report be made to the Panel should the gap in satisfaction rates continue to increase.

46. DIRECTION & CONTROL COMPLAINTS: QUARTERLY REPORT

The Deputy Chief Constable presented the quarterly report for October – December 2009 on direction and control complaints.

RESOLVED:

That the report be noted.

47. ROADS POLICING: THEMATIC REPORT

The Assistant Chief Constable gave an overview of roads policing including the key issues contained in the strategic threat and risk assessment, together with the areas where the Constabulary performs well.

RESOLVED:

That the report and presentation be noted.

Duration of meeting: The meeting commenced at 9.45am and concluded at 12.30pm.

