



Cheshire

Police Authority - Performance Panel

MINUTES OF A MEETING HELD ON 18 AUGUST 2009 AT CONSTABULARY HEADQUARTERS, WINSFORD

Present:

M Ollerenshaw, Chairman	B Hodson
J Ebo, Vice-Chairman	B Maher
D Cargill	C Oliver
M Chapman	B Silvester
A Doran	

Authority Officers:
M Sellwood, Chief Executive
M Eaton, Member Services Manager

Constabulary Officers:
D Whatton, Chief Constable
G Gerrard, Deputy Chief Constable
K Watkins, Director of Performance Development
Supt. N Adderley, Head of Performance Improvement

19. MINUTES

RESOLVED:

That the Minutes of the meeting held on 23 June 2009 be confirmed as a correct record.

20. PERFORMANCE REVIEW: APRIL – JULY 2009

The Chief Constable presented the performance report for the period April to July 2009, and details of a number of initiatives the Constabulary was engaged in to raise public confidence and to target crime. The format of the report had been developed following the Authority's Scrutiny Group recommendations and focused on performance against the Policing Plan and Pledge with trends being shown over longer periods.

The Panel welcomed the continued reduction in crime levels and the positive improvement in confidence and satisfaction levels. Concerns were raised, however, about certain categories within the serious acquisitive crime category and detection levels, particularly in the Western Area.

Members in scrutinising the performance data, discussed with the Chief Constable the presentation of some of the data, particularly the need for exception reporting of NPU performance; the visibility performance; and patrol policies. The Chief Constable agreed to revisit the presentation of the data in the light of the Panel's comments.

The Panel considered issues relating to anti-social behaviour, including the actual number of incidents; and the reporting to, and recording of, incidents by other bodies particularly local councils which were primarily responsible for a

number of categories, such as noise nuisance. Members stressed the importance of CDRPs in scrutinising all anti-social behaviour data and ensuring the responsible body was taking the appropriate and necessary action in a timely manner before incidents escalated and police involvement became unavoidable.

In considering, the delivery of the Policing Pledge, Members questioned the Director of Performance Development about the 'mystery shopper' exercise, and the sample size and grading criteria.

RESOLVED: That

- (1) the performance report for the period April – July 2009, including performance against the Policing Pledge, be noted;
- (2) the Chief Constable review the presentation of the performance data in relation to exception reporting on NPU performance, and the number and trend of anti-social behaviour incidents;
- (3) the Chief Constable clarify the patrol policy and the use of PCSOs in the Areas and include information in the next report to the Panel; and
- (4) Partnership Lead Members be asked to ensure that all the relevant anti-social behaviour data is considered at CDRPs and that there is a full discussion about the work being undertaken by all the partners to address anti-social behaviour.

21. CUSTOMER SATISFACTION SURVEYS & PUBLIC CONSULTATION UPDATE

The Director of Performance Development presented the results of the Constabulary's most recent customer satisfaction survey and the findings of a number of other surveys conducted with the public of Cheshire. The results indicated that Cheshire continued to improve steadily with 86.8% of customers being satisfied with the service they received which now placed Cheshire fourth nationally from 43rd position in 2006.

Members welcomed the report and noted that the Constabulary performed well in relation to customer satisfaction. A number of issues were discussed including how the British Crime Survey compared against the local authority led Place Survey; the impact on public confidence following a successful major drugs operation; and were the Customer Service Desk (CSD) staff coping with their demanding workload. The Chief Constable and Deputy Chief Constable responded to the issues and confirmed that additional staff had been introduced in the CSDs following an increase in activity and a review of shift patterns was being considered.

RESOLVED:

That the report be noted.

22. HMIC THEMATIC INSPECTION OF MAJOR CRIME

The Chief Executive presented an overview of the key issues contained in HMIC thematic inspection report on major crime. The thematic report detailed the reductions in certain crime categories; the areas for improvement; and the progress made by forces to manage crime more effectively.

In considering the report, Members requested information on the number of rape offences reported in Cheshire, referrals to the CPS for a decision, how many resulted in a conviction. The Chief Constable, who had recently been appointed ACPO national lead for rape and serious sexual offences, agreed to circulate the information to the Panel.

RESOLVED:

That the report be noted.

23. LEVEL 2 MEETINGS WITH CHAIRMAN AND VICE-CHAIRMAN

The Chief Executive submitted the notes of the meeting to discuss Level 2 issues between the Chairman and Vice-Chairman and the Constabulary.

The Chief Constable also gave an oral update on the successful outcome of Operation Blackbird.

RESOLVED:

That the notes of the Chairman and Vice-Chairman's meeting on Level 2 issues held on 3 August 2009, be received.

24. DIRECTION AND CONTROL COMPLAINTS: QUARTERLY REPORT

The Chief Constable submitted the quarterly report for April–June 2009 on direction and control complaints.

RESOLVED:

That the report be noted.

Duration of Meeting: The meeting commenced at 9.30am and concluded at 11.00am.