



# Cheshire Police Authority - Performance Panel

## MINUTES OF A MEETING HELD ON 21 APRIL 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	

*Also in attendance:* D Bateman, M Darby, R McNeil, A Walmsley

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

### 1. MINUTES

#### *RESOLVED:*

That the Minutes of the meeting held on 17 February 2009 be confirmed as a correct record.

### 2. STRATEGIC MANAGEMENT MEETING

The Chief Constable submitted the action summary from the Strategic Management Meeting for the Panel's information. It was reported that the summary was not intended as a comprehensive report to Members on the key issues arising from the meeting, and that the Authority led performance scrutiny work currently being undertaken, would look at how best the key issues arising in the meetings could be more effectively captured for dissemination to Members.

Members noted the summary and the comments of the Chief Constable, and expressed their hope that an appropriate reporting framework would be developed to ensure that Members were updated in a timely manner on the work of the Strategic Management Meeting.

#### *RESOLVED:*

That the summary of the actions arising out of the Strategic Management Meeting, be noted.

### 3. ANNUAL REVIEW OF FORCE PERFORMANCE: 2008/09

The Chief Constable presented the annual review of performance which showed that there had been a 6.1% decrease in the level of total crime when compared with the previous year, resulting in 4,902 fewer victims of crime. In terms of comparative performance, Cheshire stood fifth in its Most Similar Group (MSG) of forces in terms of crime reduction, with significant decreases recorded in vehicle crime and violent crime. Both Eastern and Northern Areas performed favourably against their peers, although Western Area's performance was not as positive in comparative terms. The Chief Constable also submitted the Quarter 3 report on the Counter Terrorism APACS performance indicators.

The overall positive outcome rate of 29.9% placed the force above its MSG average, and the detections performance in terms of serious acquisitive crime placed it favourably within its family. The detections performance in terms of vehicle crime and domestic burglary had not achieved the guide figure, although the force was still performing significantly above the MSG average in terms of burglary detections.

The Chief Constable also referred to the positive impact of the use of restorative justice for incidents of low level violent crime; the more accurate recording of alcohol related anti-social behaviour; and the continued excellent performance in terms of citizen focus.

Members noted the report and welcomed the excellent continued reduction in overall crime and raised a number of issues including the consistent application of policies across the force; citizen focus performance for 'ease of contact'; concerns over the apparent increase in alcohol related anti-social behaviour; data quality; the increasing number of road traffic collisions; the number of failed prosecutions and cracked trials; and the future of the 0845 main contact number, to which the Chief Constable responded.

Members also commented that whilst the annual review of performance gave an overview of performance against some of the main crime categories and detection rates, it did not give a complete picture of the performance against all the key targets and other measures contained in the Policing Plan. The Chief Constable undertook to provide the performance against the Plan under separate cover.

*RESOLVED:* That

- (1) the annual review of performance, be noted; and
- (2) performance against all the targets and measures as contained in the 2008/09 Policing Plan, be circulated separately to Members and be considered at the Discussion Day on 27 April.

4. REVIEW OF HEADQUARTERS DEPARTMENTS:  
OCTOBER 2008 – MARCH 2009

The Deputy Chief Constable introduced a report on the contributions made by headquarters departments to force performance for the period October 2008 to March 2009.

Members noted the report, and whilst expressing some concern at the volume of information provided, commented that they nevertheless found the information of great interest which enabled headquarters departments to raise their profile at performance meetings. Members raised several issues including the level of the fingerprint backlog; evidence whether increased education activity brought about a change in driver behaviour; the development of civil contingencies skills in the new unitary authorities; the number of cars crushed or sold after confiscation; the level of unpaid fines; and the taking of DNA after arrest to which the Chief Constable responded.

*RESOLVED:*

That the review of headquarters departments for the period October 2008 to March 2009, be noted.

5. PERFORMANCE REPORTING: PROPOSED WAY FORWARD

The Deputy Chief Executive presented a report which gave an overview of the ongoing work to improve the level of performance information considered by the Authority, the outcome of which would be reported to the Panel in June.

*RESOLVED:*

That the report be noted.

6. HMIC INSPECTION OF THE POLICING PLEDGE

The Chief Constable presented a report which provided an update on the imminent inspection of the Constabulary's and Authority's compliance against the Policing Pledge. The Chief Constable emphasised that the Constabulary would need to comply with the Pledge in all that it did, and that a significant piece of work was already underway to identify how the Constabulary was currently performing against the Pledge, and the actions required to ensure full compliance. Members would get an opportunity to discuss that action plan at the Discussion Day on 27 April.

Members noted the report and acknowledged that they too had an important part to play in delivering the Pledge and requested that an internal review be undertaken to identify how the Authority could ensure that it was appropriately fulfilling its role in this area.

*RESOLVED:* That

(1) the update on the inspection of the Policing Pledge, be noted; and

- (2) the Authority undertake a review of its own functions to identify how it can more effectively fulfil its obligations with regards the Policing Pledge.

## 7. DEVELOPING A CONFIDENCE STRATEGY

The Deputy Chief Constable reported on the key issues arising from the Government's confidence agenda and public sector reform programme and outlined the development of a strategy by the Constabulary to improve public confidence. The ongoing work was attempting to identify what confidence means to the police service and the key drivers behind people's confidence in policing. The key challenge for the Constabulary was to strike the right balance in policing terms and address the public's concerns around visibility whilst continuing to provide the many other services which were not so visible to the public but still delivered key policing services.

Members welcomed the report which they felt provided an informative account of the work undertaken to date, and raised a number of questions including the focus on NPIA hallmarks in developing the strategy; consideration of the difference between the public's 'needs' and 'wants'; and the need to ensure corporacy in helping deliver the confidence agenda, to which the Chief Constable and Deputy Chief Constable responded. Members also enquired about the timetable for approving the Strategy.

*RESOLVED:* That

- (1) the ongoing work in developing the confidence strategy be noted; and
- (2) the Confidence Strategy be submitted to the Authority on 30 June 2009 for approval.

## 8. DATA QUALITY

The Deputy Chief Constable presented a report on data quality and audit capability during the period September 2008 to March 2009. The report detailed the audits undertaken during the period including the Management of Police Information (MOPI); Data Protection compliance; National Crime Recording Standard; and National Standards for Incident Recording; BCU inspection audits; and custody processes audit. Future audit work was also planned to look at the recording of Most Serious Violent Crime.

Members noted the report and welcomed the actions being taken in terms of data quality, and asked the Chief Constable how the outcomes of the Area inspection audits could be reported to Members.

*RESOLVED:* That

- (1) the update on audit quality, be noted; and
- (2) consideration be given by the Chief Constable to providing Members with the outcome of the Area inspection audits

9. DIRECTION & CONTROL COMPLAINTS: ANNUAL REPORT

The Chief Constable submitted the annual report on direction and control complaints.

*RESOLVED:*

That the annual report be noted.

10. AREA VISITS

The Chief Executive submitted the notes of the Authority visits undertaken to the three Areas during March/April 2009.

*RESOLVED:* That

- (1) the notes of the three Area visits be noted; and
- (2) the Management Teams' responses to the issues raised by staff, be noted and circulated to the staff on the Areas.

11. ACPO PORTFOLIOS

The Chief Constable reported on the revised ACPO portfolios, and undertook to provide further details to Members.

*RESOLVED:*

That the ACPO portfolios be circulated separately to Members.

*Duration of Meeting: The meeting commenced at 9.45 am and concluded at 11.50am.*