



# Cheshire Police Authority - Performance Panel

MINUTES OF A MEETING HELD ON 23 DECEMBER 2008 AT CONSTABULARY HEADQUARTERS, WINSFORD

*Present:*

P Nurse, Chairman	P Findlow
R Hodson, Vice-Chairman	R McNeil
D Bateman	S Proctor
D Cargill	

*Also in attendance:* M Chapman

<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
	K Watkins, Director of Performance Development
	Supt. N Adderley, Head of Performance Improvement

Apologies for absence: A Doran and M A Ollerenshaw

## 33. CRIME MAPPING

The Panel was given a presentation on the crime mapping data which had 'gone live' on the Constabulary's website, which enabled the public to access up to date information on crime in their local area.

## 34. MINUTES

*RESOLVED:*

That the Minutes of the meeting held on 21 October 2008 be confirmed as a correct record.

## 35. PERFORMANCE REVIEW: APRIL - NOVEMBER 2008

The Chief Constable presented the performance report for the period April to November 2008, during which the level of total crime had reduced by 3.8%, or 2,068 less crimes when compared to the comparative period the previous year. The Constabulary had achieved a detection rate of 28.6%, below the target of 29.6%, but a marked improvement on the 25.1% recorded the previous year. The Chief Constable highlighted some of the performance exceptions which included the significant variation from target for alcohol related anti-social behaviour and a review on how those figures were presented; the improvements in victim satisfaction; the positive performance in relation to most serious violence; and the continued improvements in sickness absence.

Members welcomed the report and the continued improvements in both crime reduction and detection and raised a number of queries including the possible impact of the economic downturn on the level of crime; the transfer of good practice between the Areas; the impact of the new Warrington town centre NPU and the varying rates of violent crime in the Northern Area; the resourcing of the ANPR units; and the recent ruling by the European Court on DNA retention, to which the Chief Constable responded.

In response to the query on varying rates of violent crime in the Areas, the Head of Performance Improvement reported on the review of violent crime recording and the Chief Constable undertook to report back to Members on this review and the analysis that had been undertaken of the variation in violent crime rates and domestic violence in Cheshire.

Members also raised the issue of reporting periods and requested that future performance reports include trend data over a period of three years.

*RESOLVED:* That

- (1) the performance report for the period April – November 2008, be noted;
- (2) a report on the Home Office review of violent crime recording and the composition of violent crime in Cheshire, be submitted to a future meeting; and
- (3) the next performance report include three year trend data to ensure analysis over a more statistically significant period.

36. DEVELOPMENT OF A LEVEL 2 PERFORMANCE FRAMEWORK: UPDATE

The Head of Performance Improvement reported on the progress that had been made in developing a performance framework for Level 2 policing, which would ensure the more effective monitoring of performance of headquarters' departments. It was reported that although the framework was still under development, with the need to include the performance impact of departments' work on overall policing, the information contained within the framework was already being used to effectively monitor performance in a number of areas, such as sickness absence and financial performance.

*RESOLVED:*

That the development of the Level 2 performance framework, be noted.

37. CUSTOMER SATISFACTION SURVEYS & CITIZEN FOCUS:  
PERFORMANCE UPDATE

The Director of Performance Development reported on the results of the statutory customer satisfaction surveys and the additional public facing surveys conducted since April 2008.

Members noted the report and congratulated the Constabulary on the significant progress that had been made on the citizen focus agenda over the

last year. Members raised a number of queries including the processes in place and supervision required to ensure that victims received the appropriate level of information after an incident; the recognition that the treatment of victims was central to the confidence agenda; and the need to ensure that officers treated every incident with compassion and that incidents were not treated as 'routine', to which the Chief Constable responded.

*RESOLVED:*

That the report be noted.

### 38. POLICING PRIORITIES: CONSULTATION RESULTS

The Chief Executive introduced a report which provided the results from the policing priorities consultation which had been undertaken to inform the policing objectives for 2009/10.

Members noted the report and commented on the marked difference in the results from respondents who had some previous knowledge of the police service from attendance at 'Have Your Say' meetings, and the results from the Post Office kiosks, where respondents were less likely to have prior knowledge of policing issues.

*RESOLVED:* That

- (1) the results of the consultation be noted; and
- (2) the findings be used to inform the policing objectives for 2009/10.

### 39. POLICING PLEDGE

The Deputy Chief Constable provided an update on the current compliance and state of readiness within the Constabulary in delivering the Policing Pledge. It was reported that whilst the Constabulary was confident that it would be able to meet the spirit of the Pledge, it would not be financially viable to be 100% compliant with all aspects of the Pledge, and was resistant in developing a whole new performance regime to ensure total compliance.

Members noted the report and supported the stance of the Constabulary, citing a number of areas within the Pledge which were contradictory which would make total compliance difficult to achieve without significant additional investment. Members raised a number of queries including the tenure policy on NPUs and the response to public emails by CATs, to which the Chief Constable responded.

*RESOLVED:* That

- (1) the report be noted; and
- (2) the Constabulary's stance in responding to the requirements of the Policing Pledge, be supported.

40. HMIC INSPECTION REPORTS: MAJOR CRIME; SERIOUS & ORGANISED CRIME; NEIGHBOURHOOD POLICING & CITIZEN FOCUS – ACTION PLANS

The Director of Performance Development submitted a report on the action taken to address the areas for improvement identified in HMIC's inspection reports undertaken in 2008.

Members noted the report and welcomed the thorough and comprehensive list of actions undertaken.

*RESOLVED:*

That the action plans be noted.

41. REVIEW OF HEADQUARTERS DEPARTMENTS: APRIL-SEPTEMBER 2008

The Deputy Chief Constable submitted a report detailing the contributions made by headquarters' departments to force performance for the period April to September 2008.

Members welcomed the detailed report which gave a clear overview of the contribution made by headquarters' departments to the overall performance of the force, and asked a number of questions including the move to postal charging; the benefits brought about by the move to CJSSS; and the staffing of the Coroner's office, to which the Deputy Chief Constable responded.

*RESOLVED:*

That the report on headquarters departments' performance for the period April to September 2008, be noted.

42. DIRECTION & CONTROL COMPLAINTS: QUARTERLY REPORT

The Panel received the quarterly report on direction and control complaints.

*RESOLVED:*

That the report be noted.

43. HEADQUARTERS VISITS

The Chief Executive submitted the notes of the Authority visits to headquarters departments undertaken during October and November 2008, together with the Management Team responses.

*RESOLVED:* That

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

*Duration of Meeting: The meeting commenced at 9.30am and concluded at 11.35am.*