

NOT PROTECTIVELY MARKED

MEETING: Strategic Performance Group
DATE: Friday 27th May 2011
TIME: 10:00 - 11:40
VENUE: Media Briefing Centre, Police Headquarters

RECORD OF MINUTES

Meeting No: 05/2011

**MINUTES ARISING FROM THE OPEN SESSION
(SUITABLE FOR EXTERNAL DISCLOSURE)**

Persons Present (Full Name, including Rank, Role & Department)

Dave Pickard	Assistant Chief Constable – Executive (Chair)
Sean White	Assistant Chief Constable – Executive
Mick Hartnack	Chief Superintendent – Head of Operational Performance Team (OPT)
Stewart Swinson	Detective Chief Superintendent – Head of Crime Operations
Graeme Slaughter	Police Staff – Head of Corporate Planning & Governance (CP&G)
Glenn Gudgeon	Superintendent – District Commander – Hartlepool District
Ian Coates	Superintendent – Head of Specialist Operations & Communications (SO&C)
Steve Ash	Superintendent – OPT
Geoff Bush	Acting Superintendent – District Commander – Redcar & Cleveland District
Dave Lamplough	Chief Inspector – Communities – Middlesbrough District
Steve KIELTY	Chief Inspector – Head of Custody/CJU – Community Justice
Ian Bedford	Inspector – Force Crime & Incident Registrar – CP&G
Mick Jackson	Inspector – Ward Support Team – Stockton District
Louise Drummond	Police Staff – Performance Manager – CP&G
Denise Curtis-Haigh	Police Staff – Head of Human Resources
Kate Rennie	Police Staff – Senior Analyst – Crime Operations
Barry Coppinger	Cleveland Police Authority
Clive Pengilley	Delivery Director – Police Operational Services (POS) – Steria
Laura Lindridge	Support Services Clerk – Business Support – Steria (Minute Taker)

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Para. No.		Action
1	<u>APOLOGIES</u>	
1.1	<p>Apologies for absence were received from the following –</p> <p>Derek Bonnard Deputy Chief Constable – Executive Ann Hall Assistant Chief Officer – Executive Martin Campbell Superintendent – Head of Professional Standards Department (PSD) Karen Ravenscroft Superintendent – District Commander – Middlesbrough District Chris Sadler Superintendent – District Commander – Redcar & Cleveland District Ciaron Irvine Superintendent – Head of Community Justice Miranda Sykes Police Staff – Media & Marketing Manager – CP&G Neville Cameron Cleveland Police Authority Rob Dale Delivery Manager – Steria David Smith Information Communication Technology (ICT) – Steria Simon Miller Police Shared Business Services (PSBS) – Steria Adam Hart Delivery Director – Steria</p>	
2	<u>MINUTES OF OPEN SESSION OF PREVIOUS MEETING</u>	
2.1	<p>Item 5.3 Local Public Confidence Survey 2011-12 should read that District level summaries are available on SharePoint to view. The request made by DCI Simpson in terms of ward level analysis will be undertaken. Note: This work has now been completed and has been incorporated in to an end of year report</p>	
2.2	<p>Pending the above amendment the minutes from the open session of the previous meeting dated 4th May 2011 were accepted as a true and accurate record.</p>	
3	<u>MATTERS ARISING FROM THE OPEN SESSION OF THE PREVIOUS MEETING</u>	
3.1	<p><u>(Item 3.3) Crimes Failing the 72 Hour Rule</u> ACC Pickard advised that he has received the above report which will be circulated and discussed at the next meeting. Action – To be discussed at the next meeting.</p>	Insp Bedford

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3.2	<p><u>(Item 8.3.2) Audit of Voided Crimes</u> Insp Bedford advised that he reviewed the 6 Middlesbrough District crimes which failed in October 2010 at the request of DCI Simpson. As a result of this 1 of the crimes passed. DCI Simpson has been provided with a report in relation to this.</p> <p>Item Discharged</p>	Discharged
4	<p><u>PERFORMANCE UPDATE</u></p>	
4.1	<p>Louise Drummond presented this month's performance data.</p>	
4.2	<p><u>Putting People First</u> Victim Satisfaction – ACC Pickard noted that a lack of feedback has always been one of the biggest concerns for victims of crime. The satisfaction level has improved but is still relatively low in comparison to other elements of the service provided.</p>	
4.2.1	<p>ACC Pickard highlighted R&C having the lowest satisfaction rate across the Districts. DCS Swinson noted that this has historically always been the case. It was noted that individuals' expectations must also be taken into account.</p>	
4.2.2	<p>ACC Pickard asked if there is an indication as to why people are dissatisfied. Louise Drummond noted that the dissatisfaction is linked to an unacceptable delay in providing feedback or a complete lack of it. ACC Pickard also asked which Forces had the highest level of satisfaction in relation to feedback and whether there was any best practice to be identified.</p> <p>Action – Louise Drummond to compare performance and identify those Forces with the highest level of satisfaction. Action Completed.</p>	Louise Drummond Complete
4.2.3	<p>Barry Coppinger asked whether the Force is happy that the process is correct and that the right sample size is taken. Louise Drummond noted that Home Office guidelines are followed, this equates to around 2000 individuals being interviewed per year.</p>	

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4.2.4	<p>DCS Swinson noted that there is no correlation between the figures from the satisfaction survey and the 'call backs'. This is due to a difference in timing with the call backs carried out soon after an incident has been reported therefore provision of feedback is not so much of an issue.</p> <p>10:25 Insp Jackson entered the meeting</p>	
4.3	<p>Call Backs – Supt Coates noted that one of the areas where lower scores have been recorded is 'time taken to arrive'. He asked whether the public's expectations are too high, and if so what could be done to manage this. Clive Pengilley echoed this noting that the attendance times have not changed, but expectations have. He also noted that some guideline times were set in the Control Room in line with the then Policing Pledge, these guideline times should still be given to callers.</p>	
4.3.1	<p>Clive Pengilley noted that it is becoming difficult to achieve the volume of call backs required as staff are running out of individuals assessed as suitable to call back. With this in mind Clive has approached the Project I Team to ask whether the amount of calls can be dropped but that more time is spent on each call and that a feedback element is introduced.</p>	
4.3.2	<p>DCS Swinson asked whether there is any scope to delay some calls, suggesting this would achieve the joint objective of feedback and also quality assurance. Clive Pengilley noted that this is to be considered as part of the review of the call back system. ACC Pickard noted that this will also be raised at Executive level for discussion.</p> <p>Action – Clive Pengilley to continue to progress with Louise Drummond and link into ACC Pickard and ACC White.</p> <p>Action – ACC Pickard to raise with the Executive for discussion.</p>	<p>Clive Pengilley</p> <p>ACC Pickard</p>
4.3.3	<p>Supt Gudgeon advised that it needs to be made clear to the victim that this is the final call they will receive from the Police unless there is a change in the status of their crime.</p>	
4.3.4	<p>ACC Pickard noted that although it may be necessary to change some elements of the call back system it is also important that Districts and Departments endeavour to provide as much feedback to victims of crime as possible.</p>	

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4.3.5	<p>ACC White highlighted the need for a mini action plan around this area and advised that he would be happy to progress this.</p> <p>Action – ACC White to progress.</p>	ACC White
4.4	<p><u>Reducing Crime</u></p> <p>Recorded Crime – ACC Pickard noted that although there have been increases in a large number of categories in May 2011 these do not outnumber the decreases in April. It was also highlighted that critical incidents have had a massive impact across the Force.</p>	
4.4.1	<p>ACC Pickard noted that house burglary is an issue in Middlesbrough District at the moment and that detections are not high. C/Insp Lamplough noted that a number of 2 in 1 burglaries have taken place, the main perpetrator of which has now been arrested and is on remand. There have also been two teams identified as carrying out a number of house burglaries. ACC White asked if the perpetrator of the 2 in 1s was local or had travelled to the area. C/Insp Lamplough noted that the burglaries were a way of recovering losses from a local OCG drugs recovery.</p>	
4.4.2	<p>DCS Swinson noted that the rise of low level acquisitive crime has been discussed at the Crime Managers' meeting. It has become apparent that Local Authority Support Services have been affected by the current financial climate and as such the availability of crisis loans is reduced. This in turn affects low level acquisitive crime.</p>	
4.4.3	<p>Barry Coppinger asked whether illegal money lending is still a problem in Cleveland. DCS Swinson confirmed that this is still a problem. C/Insp Lamplough noted that Job Seekers Allowance criteria changed on April 1st 2011, making around 40% of individuals who had previously applied ineligible. Those who were no longer entitled to Job Seekers Allowance were also not eligible to apply for crisis loans. ACC White asked that Louise Drummond enquire with neighbouring Forces to see if they had a similar problem in May 2011.</p> <p>Action – Louise Drummond to seek updates from other Forces in terms of their performance around low level acquisitive crime in May 2011.</p>	Louise Drummond

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4.5	<p><u>Reducing Anti Social Behaviour (ASB)</u> ASB Audit – Insp Bedford noted that Kate Rennie raised some concerns in terms of data quality and the application of qualifiers. As a result of this Insp Bedford has carried out a quick audit of April 2011 ASB incidents. He noted that of the 100 events he looked into (which were taken from the last 3 days of the month to allow the new process to imbed) 51 failed in terms of closure codes and 46 did not sit within the ASB category.</p>	
4.5.1	<p>Of the incidents that were wrongly recorded under ASB a small minority were double counted however a large percentage was recordable crime. It was noted that of the 4 people working in the dedicated closure team in the Control Room 2 have now moved on. There are now 5 people closing crimes but Insp Bedford is not aware of what training the 3 new individuals have been given. Action – Insp Bedford to arrange a meeting with ACC White next week to discuss further.</p>	Insp Bedford
4.6	<p><u>Keeping You Safe</u> Domestic Abuse Repeat Victims – ACC Pickard asked DCS Swinson if there is any procedural changes which could be linked to the apparent drop in repeat victims (29.4% decrease). DCS Swinson noted that the only substantial change is around the shift pattern in the Vulnerability Unit.</p>	
4.6.1	<p>Domestic Abuse Arrest Rate – ACC White asked for views around the falling arrest rate for domestic abuse incidents (down 24%). DCS Swinson noted that this seems low. ACC Pickard recognised this however noted that the Force is looking at a positive action policy rather than a positive arrest policy and that arrest may not always be the best option. C/Supt Hartnack noted that there is also a disparity across the Districts.</p>	
4.7	<p>Queue & Event Management – ACC Pickard asked C/Insp Lamplough for an update in terms of Middlesbrough, who were in red in terms of queue management over 2 consecutive days. C/Insp Lamplough noted that this was due to a bank holiday and issues with PHT support. This was rectified by the next bank holiday.</p>	
4.8	<p>Organised Crime Groups – ACC Pickard asked that the OCGs are shown by District in next month's performance pack. Action – Louise Drummond to progress.</p>	Louise Drummond

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4.8.1	<p>ACC Pickard noted that OCGs have been added to this meeting to raise their profile, particularly now that Tier 4 groups have been allocated to District for disruption tactics. It is also to maintain an overview of activity across the Force. It was noted that groups will not be discussed in any detail at this meeting. DCS Swinson gave an overview of some planned changes around the Level 2 and Level 4 processes. He also gave an overview of the current and new scoring models for OCGs.</p>	
4.9	<p><u>Performance Summary</u> Louise Drummond noted that there are currently 2 areas where the Force is failing to achieve the annual targets, that is, the overall sanction detection rate and the reduction of ASB incidents. It was noted that ASB incidents should fall in line with the annual target with the reductions expected at the end of May 2011.</p>	
4.9.1	<p>ACC Pickard asked that Districts ensure their Crime Management Units (CMUs) are sufficiently staffed on 31st May to enable all of May's crime to be recorded in May. It is vital that there is no slippage into June.</p>	
5	<p><u>FINANCIAL UPDATE</u></p>	
5.1	<p>ACC Pickard stated that it is difficult to forecast budgets so early into the financial year however all 4 Districts have made a good start. There are however obvious financial pressures in terms of the major incident fund. There was discussion around this.</p>	
5.1.1	<p>DCS Swinson drew members attention to the recently introduced accruals system for financial reporting. There was discussion around this.</p>	
5.1.2	<p>In terms of resourcing ACC White noted that the majority of the major incidents which are currently being worked on by the Force are at the case building stage. Officers will be released back to their substantive posts as soon as possible.</p>	
6	<p><u>CRIMINAL JUSTICE DIRECTORATE MATTERS</u></p>	
6.1	<p>C/Insp Kielty presented this month's Gold Book.</p>	

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6.2	<p><u>Attrition Rates</u> ACC White asked whether unsuccessful outcomes are linked to attrition. C/Insp Kielty noted that that there will be attrition before cases get to Court then unsuccessful outcomes at Court. ACC White advised that Gerry Wareham, Chief Crown Prosecutor, has contacted him in relation to the Force's attrition rate. DCS Swinson advised that he will also link into this. Action – ACC White, DCS Swinson and C/Insp Kielty to discuss further outside of the meeting.</p>	ACC White / DCS Swinson / C/Insp Kielty
6.3	<p><u>HMIC Visit</u> C/Insp Kielty noted that the Custody Suite was recently visited by the HMIC and Prison Service over 2-3 days. The inspectors advised that they would raise any major issues immediately so that they could be rectified, however none were identified. The inspectors stated that they were pleased with the facilities, PACE and application of PACE and the medical and support facilities. Early written findings have been received and have been formulated into an action plan.</p>	
6.4	<p><u>Cat A Warrants</u> ACC Pickard asked for an update in terms of Cat A warrants. C/Insp Kielty noted some potential discrepancies within the data in terms of executions. He advised that he will liaise with CP&G to clarify this and other matters by the next meeting. Action – C/Insp Kielty to liaise with CP&G regarding execution data for warrants.</p>	C/Insp Kielty
7	<p><u>CRIME AND INCIDENT REGISTRAR MATTERS</u></p>	
7.1	<p>Insp Bedford gave updates in terms of NCRS and VCoP compliance.</p>	
7.2	<p>Voided Crime – Insp Bedford noted an increase in voided crime. ACC Pickard asked that each of the Districts ensure they are complying with the recommendations, as agreed at the last meeting. Action – Districts to ensure compliance with recommendations around voided crime.</p>	Districts

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7.3	<p>Hartlepool CMU – It was noted that Hartlepool were unable to undertake a VCoP audit due to major staffing issues. ACC Pickard asked for an update in terms of this. It was noted that Hartlepool CMU currently have 2 members of staff. Stockton has been supporting Hartlepool in the interim period before VCoP transfers to Steria as part of the CMU. ACC Pickard highlighted that service commencement for this function may take a number of months. Further discussion is to take place outside of the meeting regarding this.</p>	
7.4	<p>Redcar & Cleveland VCoP Figures – ACC Pickard asked that C/Insp Bush look into R&C VCoP figures as compliance was low for March 2011. Action – C/Insp Bush to look into.</p>	C/Insp Bush
8	<p><u>OTHER THEFT</u></p> <p>Update given at the beginning of the meeting</p>	
8.1	<p>Supt Ash gave an update in terms of other theft.</p>	
8.2	<p>ACC Pickard highlighted that the 34 point checklist covering National Intelligence Model (NIM), offender management, intelligence, compliance and performance management processes must be completed by the DCI on each District.</p>	
8.3	<p>DCS Swinson questioned whether ‘other theft’ is included in the Control Strategies of each of the 4 Districts. Supt Ash noted that this is the first question on the checklist, and if not already included then it should be.</p>	
8.4	<p>Kate Rennie noted that capacity in terms of network analysis needs to be considered.</p>	
8.5	<p>Supt Ash noted that ‘other theft’ is also drifting into other crime categories such as burglary offences.</p>	
8.6	<p>ACC White stated that the main driving force of ‘other theft’ are the Districts, however this is a Force wide issue and as such if there are assets within other areas of the Force which can be used they should be mobilised.</p>	

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8.7	<p>ACC Pickard asked Districts to review the checklist and noted that this will form part of the next District MPRs. Action – Districts to review the checklist.</p> <p>Action – Supt Ash to forward checklist to ACC Pickard, DCS Swinson and Supt Coates.</p> <p>10:15 – Supt Ash left the meeting</p>	<p>Districts</p> <p>Supt Ash</p>
9	<p><u>ASSAULT WITHOUT INJURY</u></p>	
9.1	<p>Supt Coates noted that the outcome of the OPT report on ‘Assault without Injury’ is awaited. Once completed this work will be progressed via the Force Operations Group, overseen by the Domestic Abuse Gold Group. It was agreed that this item should be discharged to the Force Operations Group.</p> <p>Item Discharged to the Force Operations Group</p>	
10	<p><u>ANY OTHER BUSINESS</u></p>	
10.1	<p><u>Format of Meetings</u> Barry Coppinger noted that the new format of this meeting is easier to understand.</p>	
11	<p><u>TIME AND DATE OF NEXT MEETING</u></p>	
11.1	<p>The next meeting will take place on Friday 24th June 2011 at 10am in the Media Briefing Centre, Police Headquarters.</p>	

RESTRICTED
MINUTES ARISING FROM THE CLOSED SESSION
(NOT SUITABLE FOR EXTERNAL DISCLOSURE)

Persons Present (Full Name, including Rank, Role & Department)

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Para. No.		Action