

OPERATIONAL POLICING PANEL

A meeting of the Operational Policing Panel was held on Thursday 26 May 2011 commencing at 10.00 am in the Police Authority Members Room at Police Headquarters.

PRESENT	Mr Chris Coombs (Vice Chair), Miss Pam Andrews-Mawer, Mayor Stuart Drummond, Mr Aslam Hanif, Councillor Hazel Pearson OBE and Councillor Carl Richardson.
ADDITIONAL ATTENDEES	Mr Peter Hadfield.
OFFICIALS	Mrs Sarah Wilson, Mr John Bage and Miss Rachelle Kipling (CE). Mr Dave Pickard, Mr Sean White and Miss Kate Rowntree (CC).

APOLOGIES FOR ABSENCE

Apologies for absence were received from Mr Peter Race MBE (ex officio), Councillor Barry Coppinger (Chair), Mr Geoff Fell and Councillor Mary Lanigan.

DECLARATIONS OF INTERESTS

There were no declarations of interests.

MINUTES OF THE PREVIOUS MEETING HELD ON 24 MARCH 2011

The minutes of the previous meeting were accepted as a true and accurate record.

OUTSTANDING RECOMMENDATIONS

ORDERED that:-

1. the outstanding recommendations be noted and updated.

FORCE PERFORMANCE REPORT (APRIL 2010 – MARCH 2011)

The Assistant Chief Constable (Territorial Operations) presented the report to Members on Force Performance against the 2010/11 Policing Plan Priority.

Progress against the Policing Plan Priority was monitored using the Priority Indicator Set. The Priority Indicator Set provided a suite of key performance measures (i.e. 'a performance dashboard'), which aimed to reflect outcome performance in relation to the Local Policing Priority and the Chief Constable's vision of Putting People First.

Members were informed that for 2010/11, there were 18 performance measures within the Priority Indicator Set, each with an associated performance target. Targets were achieved

in 10 areas, improvements were required to be made, in 5 (amber) and 3 (red).

Members were reminded that Cleveland Police maintained high Public Confidence Levels and were currently the top Force in the Country.

Members raised concerns in relation to Steria utilising volunteers to undertake 'call backs' in paid employment positions.

The Assistant Chief Constable (Territorial Operations) informed Members that volunteers were used to improve quality and make a positive difference.

Members queried as to whether the volunteers undertaking the 'call backs' were Cleveland Police Volunteers or Steria Volunteers, taking into account that the volunteer co-coordinator had been outsourced.

The Assistant Chief Constable (Territorial Operations) informed Members that the volunteers were volunteering on behalf of Cleveland Police. Call backs were monitored and calls were dip sampled in order to ensure a superior job was being done.

ORDERED that:-

1. the Force performance against targets be noted.

ANNUAL REPORT ON THE CUSTODY SUPPORT SERVICES CONTRACT

The Assistant Chief Constable (Crime Operations) informed Members that the purpose of the report was to provide an appraisal of the performance of the Custody Support Services Contract during 2010/11, to assure Members that the contract was robustly managed by Cleveland Police, and to assure Members that the contract still offered 'value for money', performed to, and above the contracted requirements and met the needs of the Force.

Members were informed that throughout 2010/11, Reliance reported on the performance of the Custody Contract every month to a Contract Performance Board. There were 10 Key Performance Indicators (KPI's) within the contract that Reliance reported. These KPI's were linked to the contracted price and failure to perform resulted in service credit payments. As at the end of March 2011 the contract had performed at a level exceeding the KPI's.

Members were made aware that recognition of the benefits of this contract had been cited by the House of Commons Home Affairs Committee in their report 'Police Service Strength', published in January 2010.

Members requested if it would be possible for the KPI's to be

ACC (Crime Operations)

included as an Appendix for future reports.

ORDERED that:-

1. the content of the report be noted.

CLEVELAND POLICE CADET PROGRAMME UPDATE

The Assistant Chief Constable (Territorial Operations) presented this report to update Members on progress of the Cleveland Police Cadet Programme.

Members were informed that the Cadet Programme was now approaching its second anniversary and thanks to funding from Cleveland Police Authority, Cleveland Police and the Stockton, Hartlepool and Redcar & Cleveland Councils, a robust community safety-themed programme of personal development had been put in place for young people across Cleveland.

Members queried as to whether Middlesbrough Cadets would be excluded from funding streams due to a non-contribution from Middlesbrough Council.

The Assistant Chief Constable (Territorial Operations) assured Members that this was not the case and Middlesbrough Council were no longer unique in deciding not to contribute, as all four Councils had now withdrawn their funding.

ORDERED that:-

1. the content of the report be noted.

VULNERABILITY UPDATE

The Assistant Chief Constable (Crime Operations) presented the report to update Members on the current work being undertaken across the Force to tackle areas of 'vulnerability'.

Members were informed that Vulnerability Units were launched on 13th July 2009, with the North Unit, sited at Billingham, responsible for Hartlepool and Stockton, and the South Unit, sited at Kirkleatham, responsible for Middlesbrough and Redcar and Cleveland.

Members queried the decrease in conviction rate for Redcar & Cleveland compared to the other districts and the previous year and asked if there was any reason for this.

The Assistant Chief Constable (Crime Operations) informed Members that he would provide them with a written response to this query.

ACC (Crime Operations)

Members enquired as to whether crimes were recorded differently as only 30 crimes in 2011 had been recorded compared to more in previous years.

The Assistant Chief Constable (Crime Operations) confirmed that there were no problems with the processes around recording and that there were no concerns regarding referrals being recorded as crimes.

ORDERED that: -

1. the content of the report be noted.

STOP AND SEARCH STATISTICS

The Assistant Chief Constable (Territorial Operations) presented Members with the latest statistics on stop and search by ethnicity and the reason for stop and search. The report covered the period October 2010 to March 2011.

Members were informed that the figures in the appendices to the report showed the number of people stopped and searched by ethnic appearance from October 2010 to March 2011, by Force and BCU's. Of the 16,342 people stopped, 2,247 (13.7%) were subsequently arrested; 2,154 (95.9%) were white and 69 (3.1%) visible minority ethnic (VME) origin.

Members asked what number of those stopped and searched were female.

The Assistant Chief Constable (Territorial Operations) informed Members that he would provide them with this information.

ACC (Territorial Operations)

ORDERED that: -

1. the content of the report be noted.

CUPID UPDATE

The Assistant Chief Constable (Crime Operations) presented the report to Members regarding the roll-out and use of CUPID across the Force.

Members were informed that CUPID gave 1,200 Police Officers and Police Staff (PCSO's), mobile access to operational systems, processes and information, such as crime and intelligence reports. It supported the mobile information needs of both operational officers and business support staff. CUPID had now become part of Steria's broader partnership with Cleveland Police, which had a key focus of freeing up officers and police staff so that they would spend more time out in the communities.

Members questioned how Officers felt about using the CUPID devices.

The Assistant Chief Constable (Crime Operations) informed Members that a Focus Group including users from a range of Service Units is held regularly and the overall consensus seems to be positive.

Members commented that the only issues that they had been made aware of were in relation to the battery life of the devices.

The Assistant Chief Constable (Crime Operations) informed Members that the battery life of the devices were now much more improved and users held more than one battery and had a designated charging point.

ORDERED that:-

1. the contents of the report be noted.

MYSTERY SHOPPING – SCRUTINY OF THE POLICING PLEDGE

The Consultation and Performance Officer presented the report to update Members on the progress of the 'Mystery Shopper' checks which had been implemented as part of the Police Authority's scrutiny of Cleveland Police's customer service and citizen focus.

Members were informed that to date sixty-five checks of meetings had been conducted – nine at Hartlepool, thirteen in Middlesbrough, twenty one in Redcar and Cleveland and twenty-two in Stockton. Details of the forty-seven checks conducted since the last report in November 2010 were listed at Appendix A to the report.

Members were made aware that to date eleven checks of Police Offices had been made. Details of the individual office checks were listed at Appendix B to the report.

Members queried the comments at Appendix A to the report in which no reason was given for non attendance.

The Assistant Chief Constable (Territorial Operations) assured Members that he would look into the reasons for non attendance and ensure they are rectified.

Members commented that electronic means may be the way forward to engage with the public and that the 'Your Police Proposal' may be the process to implement.

The Consultation and Performance Officer informed Members that she would liaise with the Media and Marketing Manager as to how the process was moving forward.

**Consultation and
Performance
Officer**

The Assistant Chief Constable (Territorial Operations) informed Members that the Force is flexible in engagement processes and does not like to waste officers time. A meeting structure needs to be in place which works for the local community.

ORDERED that:-

1. immediate action be taken to resolve the issues with the meeting information on the force website be

2. training be provided promptly to Control Room call takers covering how to locate Neighbourhood information be agreed;
3. the intranet based Public Consultation Form process is reviewed be agreed.

LOCAL COMMUNITY SAFETY PLANS

The Consultation and Performance Officer presented the report to inform Members of the contents of the Community Safety Plans published by the Community Safety Partnerships (CSPs) for Hartlepool, Stockton, Middlesbrough and Redcar and Cleveland. A summary of the four documents was attached at appendices A – D to the report.

ORDERED that:-

1. the content of the report be noted.

MINUTES OF THE PUTTING PEOPLE FIRST BOARD HELD ON 3 MARCH 2011

Members inspected the minutes of the Putting People First Board held on:

- 3 March 2011

ORDERED that:-

1. the minutes of the above meeting be noted.

MINUTES OF THE STRATEGIC PERFORMANCE GROUP HELD ON 18 MARCH 2011

Members inspected the minutes of the Strategic Performance Group held on:

- 8 March 2011

ORDERED that:-

1. the minutes of the above meeting be noted.