

## **OPERATIONAL POLICING PANEL**

A meeting of the Operational Policing Panel was held on Thursday 24 November 2011 commencing at 10.00 am in the Police Authority Members Room at Police Headquarters.

PRESENT	Mr Chris Coombs (Chair), Mr Geoff Fell (Vice Chair), Miss Pam Andrews-Mawer, Councillor Chris Abbott, Councillor Terry Laing and Mr Peter Hadfield.
ADDITIONAL ATTENDEES	Mr Ted Cox JP and Councillor Ron Lowes.
OFFICIALS	Mrs Joanne Hodgkinson, Mrs Sarah Wilson, Mr Stuart Pudney and Miss Rachelle Kipling (CE). Mr Sean White and Miss Kate Rowntree (CC).

### **APOLOGIES FOR ABSENCE**

Apologies for absence were received from Mr Peter Race MBE (ex officio), Mayor Stuart Drummond (ex officio), Councillor Carl Richardson and Mr Adrian Roberts.

### **STATEMENT FROM THE CHAIR**

The Chairman wished to thank Councillor Barry Coppinger for his contributions to the Operational Policing Panel after his resignation from Cleveland Police Authority.

Mr Geoff Fell was welcomed as Vice Chair.

### **DECLARATIONS OF INTERESTS**

There were no declarations of interest.

### **MINUTES OF THE PREVIOUS MEETING HELD ON 29 SEPTEMBER 2011**

The minutes of the meeting held on 29 September 2011 were agreed as a true and accurate record.

### **OUTSTANDING RECOMMENDATIONS**

**ORDERED** that:-

1. the outstanding recommendations be noted and updated.

### **FORCE PERFORMANCE REPORT – APRIL TO OCTOBER 2011**

The Assistant Chief Constable (Crime Operations) presented the report to update Members on Force Performance against the 2011/12 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 Constables vision of Putting People First.

Members were informed that for 2011/12, there were 9 key performance indicators (KPI's) within the Priority Indicator Set, each with an associated performance target. Performance data was currently available in relation to 8 of the 9 KPI's. Current Performance against the KPI's were detailed with targets achieved in 6 areas (green), improvements were required to be made in 1 (amber) and 1 was yet to be assessed.

The Assistant Chief Constable (Crime Operations) informed Members that a key part of the outsourcing partnership required Steria to contact members of the community who had recently received a service from Cleveland Police. Between April and October 2011, 31,053 members of the community were contacted by Steria and surveyed on their views about overall quality of service that they received, either from the Control Room, Response Officers or both.

Call back performance could be seen at Appendix 4 to the report.

Members sought an update in relation to Police Officer overtime.

The Assistant Chief Constable (Crime Operations) informed Members that overtime within the Force had been reduced, although savings on overtime could not be at the expense of Policing. Work was being completed to mobilise resources to the front line.

Members commented on the increase in certain crime areas and noted factors within the environment, such as the economic climate which may have contributed to this.

The Assistant Chief Constable (Crime Operations) acknowledged that the economic conditions could be a contributing factor, but this was no excuse. Feedback received from Front Line Officers gave the message of 'Business as Usual'.

**ORDERED** that:-

1. the contents of the report be noted.

*Mr Stuart Pudney left the meeting.*

#### **HATE CRIME UPDATE**

The Assistant Chief Constable (Crime Operations) presented the report to provide Members with an overview of the Forces current response to incidents of hate crime.

The Cleveland Police action plan response to hate crime included reviews of evidence from a number of reports. The aim of the action plan 'was to give people the confidence to report, empower them to report, ensure that people know how to report and ensure that the means to report were accessible.' A secondary aim is to provide greater understanding and address race disproportionality in the criminal justice system.

Members queried why Middlesbrough and Stockton District had a larger number of incidents compared to that of Hartlepool and Redcar & Cleveland District.

The Assistant Chief Constable (Crime Operations) informed Members that both Stockton and Middlesbrough Districts had the largest settlements of minority ethnic communities.

Members asked if work with the most vulnerable and at risk victims were in place.

The Assistant Chief Constable (Crime Operations) informed Members that 'at risk' individuals were monitored and classed as repeat victims.

Members asked for assurance that 'at risk' individuals were not treat as a nuisance.

The Assistant Chief Constable (Crime Operations) assured Members that all calls are recorded and audited within the Control Room. Dip sampling is completed on a regular basis. No issues had been highlighted in regards to this.

**ORDERED** that:-

1. the contents of the report be noted.

### **CLEVELAND AND DURHAM SPECIALIST OPERATIONS UNIT**

The Assistant Chief Constable (Crime Operations) presented the report to update Members on the working of the Cleveland and Durham Specialist Operations Unit.

Members were reminded that the Cleveland and Durham Specialist Operations Unit came into existence on 1 April 2011 with the official launch of the Unit occurring on 8 April 2011.

The formation of the Unit had provided for a greater level of co-operation and sharing of assets between Cleveland and Durham Forces. This had resulted in significant operational benefits including cash savings such as reduced overtime requirements. A breakdown of some of the main functions each branch of the unit performed could be seen attached at Appendix A to the report.

Members praised the work of the unit and asked if both the Cleveland and Durham policies in regards to Taser were of a similar nature, or did work need to be undertaken on this matter.

Members were informed that all Armed Response Vehicles held Tasers in both Cleveland and Durham Forces, although in Cleveland certain trained patrol officers also had Tasers. The Assistant Chief Constable (Crime Operations) assured Members that he would look into the policy issues regarding this.

**Assistant Chief  
Constable (Crime  
Operations)**

Members asked if the Unit, from an operational view added value. For example, is the Unit getting optimum value when procuring equipment etc.

The Assistant Chief Constable (Crime Operations) informed Members that items are procured on a two Force basis and if beneficial, on a wider Force basis.

Members further requested information in regards to the driver improvement rehabilitation scheme, and asked if Cleveland Police received money from that.

The Assistant Chief Constable (Crime Operations) informed Members that quite a significant amount of money from the driver improvement rehabilitation scheme goes back into casualty reduction.

**ORDERED** that:-

1. the contents of the report be noted.

#### **CONSULTATION REPORT 2011-2014**

The Consultation and Performance Officer informed Members that the Joint Consultation Strategy was last approved by the Operational Policing Panel on 23 September 2010. The Joint Consultation Strategy had been updated to take account of changes to the consultation programme during the last year. Noticeable changes were covered from item 3.3 to item 3.7 of the report.

**ORDERED** that:-

1. the revised Joint Consultation Strategy be agreed.

#### **WARD PRIORITIES REPORT**

The Consultation and Performance Officer informed Members that this report was to present the Ward priorities for all of Cleveland's 88 Wards.

Members were informed that each Neighbourhood Policing Team established a set of up to three local Ward priorities, which are reviewed and updated regularly. Details of the current and previous Ward priorities for all 88 Cleveland Wards were attached at Appendix A to the report.

Members highlighted the fact that supermarkets and shops appeared on numerous occasions as priority areas and discussions arose around the partnership work which could be undertaken with these.

The Assistant Chief Constable (Crime Operations) informed Members that Officers were aware of this and good support had been shown from the supermarkets in offering the use of accommodation for policing matters i.e. updating notes and holding surgeries.

Members asked if the Force dealt with incidents of cycle theft and dog fouling.

The Assistant Chief Constable (Crime Operations) informed Members that an action plan is produced for each issue highlighted, to cover aspects of how such issues can be resolved.

Members further asked if dog fouling was an issue for the Local Authorities rather than the Police.

The Assistant Chief Constable (Crime Operations) informed Members that Police Officers issue fines for dog fouling and the details are fed back to the Local Councils.

**ORDERED** that:-

1. Members take cognisance of the Ward priorities at appendix A to the report with a view to using the results to assist in setting the local policing priorities for 2012 – 2013 be noted.

### **MYSTERY SHOPPING CHECKS**

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 thirty seven checks of meetings had been considered during the reporting period, from April to October 2011. These consisted of six in Hartlepool, nine in Middlesbrough, ten in Redcar and Cleveland and twelve in Stockton. Details of all checks could be seen at Appendix A to the report.

From April to October 2011, fourteen checks of Police offices had been made. Details of all of the individual checks were listed at Appendix B to the report.

The Consultation and Performance Officer provided an amendment to section 3.21 of the report. Once implemented the 101 number **will not** replace the current four Single point of contact (SPOC) numbers.

The Assistant Chief Constable (Crime Operations) passed on his appreciation to the volunteers and noted that this report showed an improvement compared to the last reporting period. He stipulated that the aim was to make the next six months even better.

**ORDERED** that:-

1. immediate action is taken to resolve the issues with meeting information on the Force website be agreed.
2. the importance of providing accurate meeting information is stressed to all neighbourhood staff be agreed.
3. front desk service provision is reviewed to ensure that suitable information is available to members of the public attending police offices, be agreed.

### **YOUNG PERSONS POLICING PLAN SUMMARY RESULTS**

The Consultation and Performance Officer presented the report to inform of the findings of consultation activity with eleven to nineteen year olds undertaken by Cleveland Police Authority through the young person's policing summary questionnaire.

Members were informed that this is the fifth year that the Authority had worked with groups of young people from each of the four Policing districts to produce district versions of the summary. Production of a young person's summary forms a large part of the Authorities youth engagement and consultation and work.

52,000 copies of the leaflets were produced for distribution to young people in education in the Cleveland Police area. Each leaflet contained a freepost questionnaire focusing on crime and anti-social behaviour priorities and confidence in policing. In total 3692 completed questionnaire were returned, although this was approximately 1000 less than the previous year.

The Chairman asked if this method of consultation was value for money.

The Consultation and Performance Officer informed Members that this was a key method used to consult with the younger age group.

Members asked if the lack of responses received compared with last year was due to the fact that young people were happy or just because they did not bother to complete them.

The Consultation and Performance Officer informed Members that although many schools were happy to distribute the summary amongst students, others were more hesitant as it does not cover apart of the curriculum.

It was noted that the young people who assisted in putting the project together all received an ASDAN, 'Activities with Peer Tutoring Awards' which can be used as credits for further education. Members asked for more information as to what this was.

**Consultation and  
Performance  
Officer**

**ORDERED** that:-

1. the consultation findings outlined at Appendix A to the report be noted.

### **CRUCIAL CREW RESULTS**

The Consultation and Performance Officer presented to Members the findings of consultation activity with primary school pupils undertaken by Cleveland Police Authority at the Hartlepool Crucial Crew Event.

Members were informed that Crucial Crew is an annual multi agency event aimed at Year 6 pupils (10 and 11 year olds), where the children participate in a variety of scenarios which aim to give them the chance to learn how to cope with a wide range of safety issues.

The Cleveland Police Authority session involved using the interactive IML software to ask the children a variety of questions covering crime, anti-social behaviour and confidence in Policing. Full results from the consultation could be seen at Appendix A to the report.

**ORDERED** that:-

1. the consultation findings attached at Appendix A to the report be noted.

### **MINUTES OF THE STRATEGIC PERFORMANCE GROUP**

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

- 26 August 2011
- 30 September 2011

**ORDERED** that:-

1. the minutes of the above meetings be noted.