

Joint Performance and Resources Scrutiny Meeting
28th January 2016
14.30, Conference Room, Hoffmanns Way

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| Nick Alston, Police and Crime Commissioner, OPCC | NA |
| Lindsay Whitehouse, Deputy Police and Crime Commissioner, OPCC | LW |
| Susannah Hancock, Chief Executive, OPCC | SH |
| Carly Fry, Assistant Director of Performance and Scrutiny, OPCC | CF |
| Charles Garbett, Treasurer, OPCC | CG |
| Abbey Gough, OPCC (notes) | AG |
| Matt Horne, Deputy Chief Constable, EP | MH |
| Ch. Supt Andy Prophet, Head of Strategic Change, EP | AP |
| Debbie Martin, Chief Finance Officer, EP | DM |
| Richard Jones, Management Accounting and Insurance Manager, EP | RJ |
| Wil Kennedy, Head of Corporate Services, EP | WK |
| Richard Leicester, Head of HR, EP | RL |
| Supt Dean Chapple, Head of Performance Improvement Unit, EP | DC |
| Det. Ch. Insp. Tracey Harman, Public Protection, EP | TH |

| | Item | Action | Owner | Date for Completion |
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| 1. | <p>Apologies</p> <p>Mark Gilmartin, Director of Shared Services, EP.</p> <p>Matters Arising – There were no matters arising</p> | | | |

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| 2. | <p>Minutes of last meeting</p> <p>Minutes of the December meeting were agreed.</p> | | | |
| 3. | <p>Child Protection</p> <p>Caseloads have fallen to 8-9 cases per officer and data is reviewed daily. TH noted that there has been a 28.4% increase in child abuse investigations linked predominately to sexual offenses and neglect cases. Historical reports of sexual offences are still increasing whilst changes in the reporting processes for neglect has resulted in an increase in the number of cases. EP is ensuring that attention is paid to the North, which is still seeing an increase, particularly in rape cases. This may be in part to NCRS compliance.</p> <p>NA asked why the solved rate for child offences is so low. TH noted that there are complexities involved when trying to get a child to give evidence; this is often exacerbated by the fact that the crimes are often not witnessed. Historic cases often lack the necessary evidence although the victim may be more willing to give evidence. TH also noted that they carry out Star Chamber and dip check processes with DIs to ensure that decisions are sound, and that cases that can be prosecuted are presented to the CPS. EP has also taken guidance from op Hydrant on this.</p> <p>Four serious case reviews have been finalised in the last quarter.</p> <p>CF asked if PPU senior officers thought that Police Protection Orders (PPOs) were now better understood. EP is confident that details related to PPOs are now been recorded accurately in Athena and that officers understand the use of PPOs.</p> <p>It was noted that overtime spend has reduced significantly in the last few months and there was no mandate to overspend on overtime. Work is ongoing with the Estates team regarding the demonstrator sites.</p> | | | |

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| | CF noted that the decrease in Type 15 and 16 outcomes should be acknowledged. | | | |
| 4. | <p>Performance Report</p> <p>WK noted that the number of domestic abuse incidents in December was higher than the summer peak, and that the conversion rate has increased by 11.8%. WK said that domestic abuse has become a volume crime for EP. There was a discrepancy with some of the data on page 2, WK said that an updated version of this report would be sent through for publication. WK noted that they had secured one of the three first coercive control charges nationally. CF noted that Safer Places understand this to be the first charge nationally. .</p> <p>User satisfaction is lower than in the previous 12 months; however keeping the public informed of progress is key to improving user satisfaction. In respect of response times, it was noted that South LPA is performing the least well, whilst in the North LPA, response times continue to be at 80/90%. Particular attention is being paid to improving the rates in the South.</p> <p>WK noted that the number of people killed or seriously injured in road collisions had fallen 2.8% in the 12 month rolling data; this was following a 12 month period where there were a high number of fatalities.</p> <p>All crime offences has increased by 8.9%, nationally EP are ranked 27th. WK noted that only three forces were reporting a reduction in all crime offences. The increase in 'violence without injury' is thought to be due to the inclusion of 'malicious communications' in the category (a Home Office decision).</p> <p>With reference to calls answered, it was noted that it might be that the numbers were over-estimated/extrapolated wrongly last year, and so the drop this year may not be a drop</p> | 31/15 – WK to send updated performance report to OPCC | WK | 25/02/2016 |
| 5. | Corporate Finance Report | | | |

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| | <p>DM reported that the overspend has reduced from £900k to £78k following a number of budget changes. Currently completing a thematic overtime review which has produced good results. Police officer overtime in forecasting an overspend of £254k whilst staff overtime is forecasting an underspend of £46k.</p> <p>DM noted that that there may be some impact from the Protected Pension Age (PPA) however this would be minimal. RL is currently looking at the appeal details. DM noted that there would be some cost implications linked to the PPU relocation in this financial year. £200k in year savings shortfall which is due to some slippage however full year savings for 2015/16 are met.</p> <p>RJ to look into the IT costs and establish if these costs are 2015/16 or for 2016/17 and if any year end adjustment is required.</p> <p>Discussion was held on the top five overspends and it was noted that most items related to areas where there could be improved contract and performance management, as well as organisational learning to avoid a repeat of claims that could be avoided, as EP is one of the lowest performers in the insurance group. The PCC asked what plans were in place to prevent issues (for example, employment and health and safety), as well as quality assurance around claims that are contested. RJ noted that the claims expenditure this year has stabilised and is forecast to be less than 2014/15. The cost of insurance had not been included in the MTFs for 2015/16, this is now included and is provided for in future years.</p> | <p>32/15 - RJ to look into the IT costs and establish if these costs are 2015/16 or for 2016/17 and if any year end adjustment is required.</p> <p>33/15 – Scoping on improvements to reduce insurance spend to be carried out via EP Risk Oversight Management Board</p> | <p>RJ</p> <p>DCC Horne</p> | <p>25/02/2016</p> <p>25/02/2016</p> |
| 6. | <p>HR Quarterly</p> <p>RL reported that officer turnover is currently 22 officers per month this is higher than planned. This is linked to increased retirements and resignations from officers. RL noted that a report had been drafted for COMG which noted employment behaviour has changed with individuals, on average, staying in post for 5 – 9 years.</p> <p>Approximately 40 individuals have retired or resigned before reaching the</p> | | | |

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| <p>end of the attendance management process.</p> <p>RL reported that exit interviews were being completed by line managers and senior command managers; there is also the option for individuals to complete the interview independently online. The PCC questioned if whether using a person's current line manager was the best route to ensure that individuals are open and honest about the reason for leaving.</p> <p>It was noted that Special recruitment has increased however the attrition rate is also high, some of which can be linked to transfers into regulars. RL said that ACC Morris chairs a board on this matter and that an increase in Specials hours has been reported.</p> <p>RL noted that there are 47 agency staff within EP which was considerably lower than in previous years and that these posts were being held due to pending business cases and transformation programme. As at end November 2015, there were 132 vacancies within EP.</p> <p>RL noted that PCSOs will be informed on the 2nd February and then invited to a further meeting on the 10th February; there will be opportunity to appeal until the end of February.</p> <p>RL reported that there were 10,000 less payroll hours sick in Q3 compared to previous quarters and fewer officers have reported a psychological condition. 90 psychological cases are to be reviewed to see if appropriate processes are followed.</p> <p>RL said that under recuperative duties EP record all occurrences and does not think that other forces do this such as failed Job Related Fitness Test (JRFT).</p> <p>A new Absence Scrutiny meeting is being chaired by the DCC to focus on sickness management. In respect of sickness, it was noted that some clear themes are being identified, such as: high demand; managing self (e.g. home life); redeployment; and bereavement and separation. These</p> | <p>34/15 - NA and LW to meet with ACC Mason regarding Specials and work to attract and retain, or transfer to regular officers.</p> <p>35/15 – RL to report on the difference between agency cost vs. permanent costs</p> <p>36/15 – Paper on diversity to be brought to the April scrutiny meeting</p> | <p>NA and LW (LG to arrange)</p> <p>RL</p> <p>RL</p> <p>RL</p> | <p>25/02/16</p> <p>25/02/2016</p> <p>April</p> <p>April</p> |
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| | <p>were apparent within those off work for reasons of depression. Short-term absence also continues to be an issue. DCC noted that EP formal triggers are too high and there is too much focus on the Bradford score which is also set high. In the future sickness management will also be linked to lateral moves and promotions, also PDRs will now include a sickness objective. There is an intention that in the future individuals will have to call line managers to report in sick, rather than call the Business Centre. DCC noted that the EP Federation has observed that EP should equip leaders with understanding of psychological reasons for absence, and so this is being built into plans.</p> | <p>37/15 – RL to include details of the DCC’s work in future reports</p> | | |
| 7. | <p>AOB</p> <p>CG noted that the new internal audit contract had been let and that the auditors for EP are also auditor for other forces who are in the Most Similar Group (MSG). CG said that it would be useful to explore the potential of data sharing and/or benching.</p> <p>DCC requested that child protection and online factors (such as exploitation), and domestic abuse, rape and sexual assault and online factors (such as stalking and harassment) are brought together into one report in future. Additionally, that other online / cyber-enabled crime such as fraud is added and aligned with the Kent OPCC cycle because of the operational servicing of both forces.</p> | <p>38/15 – CG to write to PCC/CCs to explore data sharing</p> <p>39/15 – CF to share scrutiny schedule</p> | <p>CG</p> <p>CF</p> | <p>25/02/2016</p> <p>25/02/2016</p> |
| 8. | <p>Date of next meeting – 25 February 2016</p> | | | |