

**Joint Performance and Resources Scrutiny Meeting**  
**31<sup>st</sup> March 2016**  
**14.00, Conference Room, Hoffmanns Way**

Nick Alston, Police and Crime Commissioner, OPCC	NA
Lindsay Whitehouse, Deputy Police and Crime Commissioner, OPCC	LW
Carly Fry, Assistant Director of Performance and Scrutiny, OPCC	CF
Tina Bateman, OPCC (notes)	TB
Matt Horne, Deputy Chief Constable, EP	MH
Maurice Mason, Assistant Chief Constable, EP	MM
Sam Milbank, Strategic Change, EP	SM
Denise Breckon, Chief Accountant, EP	DM
Sarah Riddell, Management Accountant, EP	SR
Mark Gilmartin, Director of Shared Services, EP	MG
Rachel Nolan, Inspector, Head of Criminal Justice and Offender Management	RN
Glen Pavelin, Chief Inspector, Force Control Room, EP	GP
Wil Kennedy, Head of Corporate Services, EP	WK

	<b>Item</b>	<b>Action</b>	<b>Owner</b>	<b>Date for Completion</b>
1.	<b>Apologies</b>  Susannah Hancock, Chief Executive OPCC Charles Garbett, Treasurer, OPCC			

	<p><b>Matters Arising</b></p> <p>Action 17/15 – The Performance framework was signed off at the Chief Officers Meeting Group held 30.03.16.</p> <p>Action 40/15 – NA stated that the data gave numbers of cautions given in cases of Domestic Abuse, but did not provide details of the use of cautions, which had been requested in light of findings by the Disposal panel. MH said the use of a caution would be appropriate in only few cases of Domestic abuse. The correct process was in place, but enforcement of learning was required at the point of administration.</p>	<p><b>44/15 – Performance framework to be provided to OPCC</b></p>	<p>WK</p>	<p>28.04.16</p>
<p>2.</p>	<p><b>Minutes of last meeting</b></p> <p>Minutes of the February meeting were agreed.</p>			
<p>3.</p>	<p><b>THRIVE</b></p> <p>This report was presented by Chief Inspector Glen Pavelin. GP advised that assessment based on Threat, Harm, Risk, Investigation, Vulnerability and Engagement (THRIVE) had been recognised as well embedded in Essex Police by HMIC. He stated that on 30 March 2016 Essex Police received 2305 calls of which 64 were calls to 999 and 1,100 were 101 calls. The remainder were other enquiries.</p> <p>Since THRIVE assessment was implemented, comparing the period October to February 2014-15 with the same period 2015-16, there has been a 4% (8,173) reduction of priority incidents. NA asked if this was comparable with other forces. He also queried whether 10% of the peak level for Domestic Abuse incidents awaiting attendance was an appropriate value.</p>	<p><b>45/15 - WK to provide information around call volumes during October-February period for benchmarking and also for Domestic Abuse where possible for Most Similar Forces (MSF)</b></p>		

	<p>In response to a question from NA about 101 call handling GP advised that Essex Police phone system puts 999 calls ahead of 101 calls. More questions are asked of callers as part of THRIVE to ensure callers are directed appropriately and therefore 101 calls are taking longer. This means longer time may be taken to answer calls.</p> <p>MM stated that Essex Police had attained 96% of 999 calls answered within the standard time of 10 seconds.</p>			
4.	<p><b>Custody</b></p> <p>Inspector Rachel Nolan presented this report. RN stated that the restructure approved in 2014 has been completed and cost savings have been realised. A Post Implementation Review (PIR) is to be undertaken.</p> <p>All maintenance issues reported by Independent Custody Visitors (ICVs) are now completed or in progress. These will be tracked by Essex Police.</p> <p>RN advised there are currently 42 Sergeant posts within custody, and a further trained resilience cohort of 46 Sergeants to cover for sickness or exceptional operational commands. All newly promoted Sergeants will be trained and will form part of the resilience cohort. The resilience cohort is used on a daily basis. They are required to perform a number of hours of duties each year to retain their accreditation.</p> <p>LW asked about prioritisation for the delivery of a repair. MG responded that the associated risk for the user is a factor. It is planned to bring all contracts together to harmonise them.</p> <p>RN provided an update of the progress of recommendations following the review undertaken by the Strategic Change Team advising that:</p> <ul style="list-style-type: none"> <li>• EP are looking to rotate the Inspectors round the custody suites</li> <li>• The review of current flexible working patterns is not yet completed</li> </ul>			

	<p>due to coinciding with the force –wide adjusted duties panel.</p> <ul style="list-style-type: none"> <li>• Discussion is on-going regarding Detention Officers and Custody Sergeants starting work at the same time to enable joint briefings.</li> <li>• PACE training of Detention Officers is on-going</li> <li>• Review of number of custody suites to be undertaken</li> <li>• Communications to staff regarding shift patterns on-going</li> </ul> <p>All other recommendations had been completed.</p> <p>MH advised that EP is trialling a Home office immigration pilot, whereby individuals are taken directly to a holding centre, rather than passing through custody.</p>			
5.	<p><b>Victim led Restorative Justice (RJ)</b></p> <p>The report was presented by Maurice Mason.</p> <p>MM stated that since April 2015 there have been approximately 2850 community resolutions given to adult offenders, of which 60% were dealt with by letters of apology. Only 22 referrals were made to the RJ hub.</p> <p>MM was noted it can sometimes be difficult to get victims to agree to the RJ process. It is proposed that Community Policing Teams will use RJ in their work, which can also be linked to Anti-Social Behaviour.</p> <p>Actions to encourage officers to use RJ and to improve availability are planned. 200 Officers have been trained in referrals to date. MM advised EP is commissioning a review of RJ.</p> <p>NA stated the need to gather data on offenders who have been through the RJ process and the re-offending rate and also victim satisfaction. MM advised the current low numbers make this difficult.</p>	<p><b>46/15 – MM to look at victim satisfaction evaluation.</b></p>	<p>MM</p>	<p>28.04.16</p>

6.	<p><b>Performance Report</b></p> <p>Wil Kennedy presented the performance reports. WK advised that the five year trend for Domestic Abuse showed a 25% increase in incidents, and this continues to rise. Domestic Abuse equates to 11.4% of all crime, between 1000-1500 incidents each year. It is difficult to determine national comparators.</p> <p>WK stated there has been some improvement in victim satisfaction over the last few months. NA asked what is driving this improvement to which WK replied that Inspectors have been brought into the customer service team to oversee and to work through to the frontline where possible. MH advised of changes to the question set from April 2016, which will provide a more accurate survey of victims.</p> <p>MM has commissioned work around licensed premises in relation to the increase in Night Time Economy incidents.</p> <p>NA noted that KSI figures are 7% to 20% worse than for the previous year and is considering asking the Safer Essex Roads Partnership (SERP) to meet to discuss this. MH said that EP is increasing enforcement action, focused at highest collision times. WK stated the matter was a partnership issue.</p> <p>WK advised that the 10.5 increase in all crime, against the previous year figures, puts EP 28<sup>th</sup> in the Country. The main areas of increase are vehicle crime, criminal damage and violence against the person (of which a number are violence without injury now recordable due to change in requirements. This includes social media harassment and revenge porn).</p> <p>MH stated that the Solved Rate (SR) continues to be a concern. The rate is improving steadily but the SR for incidents of Domestic Abuse of 40% should be higher. It is anticipated the use of Body worn video cameras by officers will assist.</p> <p>NA noted the decrease in Anti-Social Behaviour incidents. WK stated there</p>	<p><b>47/15 – NA to revisit asking for a special meeting of SERP.</b></p>	<p>NA</p>	<p>28.04.16</p>
----	---	---	-----------	-----------------

	<p>has been a change in the way ASB is viewed. EP is looking at this and high harm ASB is to be added to the control strategy.</p> <p>CF noted the increased number of homicides against the previous year, including the charging of four individuals under 18 years of age over the last two years and asked what EP is doing as regards monitoring the increasing number of homicides, including where minors are charged. MH advised that EP is currently 2<sup>nd</sup> nationally. An analysis report is due for the end of the year.</p>			
7.	<p><b>Corporate Finance Report and Transformation Savings</b></p> <p>This report was presented by Denise Breckon. At the end of period 11 the forecast overspend was £112k. The outstanding capital expenditure was £2.8m.</p> <p>NA noted the good understanding of the budgets this year.</p> <p>DB advised the Bear Scotland review had been sorted in relation to Officers, but was not yet completed for staff.</p> <p>MG said that areas of concern were the overtime spend and litigation (relating to Bear Scotland, career average related earnings and overtime claims for undercover officers)</p>			
8.	<p><b>AOB</b></p> <p>There were no items raised.</p>			
9.	<p><b>Date of next meeting – 28<sup>th</sup> April 2016</b></p>			