

**Joint Performance and Resources Scrutiny Meeting**  
**29<sup>th</sup> October 2015**  
**9.30am, Conference Room, Hoffmanns Way**

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
Jan Klimkowski, Media and Communications Manager, OPCC	JK
Abbey Gough, Financial Analysis and Scrutiny Officer, OPCC	AG
Mark Gilmartin, Director of Shared Services, EP	MG
Matt Horne, Deputy Chief Constable, EP	MH
Andy Prophet, Head of Strategic Change, EP	AP
Debbie Martin, Chief Finance Officer, EP	DM
Richard Jones, Management Accounting and Insurance Manager, EP	RJ
Sam Milbank, Strategic Change, EP	SM
Allison Brett, Head of Operational HR, EP	AB
Adam Pheiffer, Operational Management Partner	AP
Amanda Humphrey, Joint Health Service Manager, EP	AH
Dan Chappell, Performance Improvement Unit, EP	DC
Lucy Morris, Public Protection, EP	LM
Will Kennedy, Head of Corporate Services, EP	WK

	<b>Item</b>	<b>Action</b>	<b>Owner</b>	<b>Date for Completion</b>
1.	<p><b>Apologies</b> Charles Garbett, Treasurer, OCC</p> <p><b>Matters Arising</b></p> <p>OPCC to meet with internal audit. Potential for review of custody in 2016.</p>	1/15 - NA ask for internal audit to be on the next agenda to further discussions	CF/AG	26 <sup>th</sup> Nov 2015
2.	<p><b>Minutes of last meeting</b></p> <p>Minutes of the September Resources and Performance meetings were agreed.</p>			
3.	<p><b>Vacancy Factors</b></p> <p>NA said that there should be one view of what staffing and staffing numbers look like, as differing views can lead to confusion across the business. Are LPA Commanders clear on their staffing numbers? There is a link between sickness, performance and vacancy numbers.</p> <p>AP agreed that there is confusion in the way that student officers are shown which can lead to LPA Commanders feeling that they have vacancies when they do not. MH agreed and said that student vacancies should be moved away from LPAs.</p> <p>CF noted that following a meeting with HR work was being completed on sickness and overtime.</p>	2/15 - Student vacancies to be removed from LPAs to give a true view of vacancies held.	AP	26 <sup>th</sup> Nov 2015
4.	<p><b>Child Protection Report</b></p> <p>LM noted that the report format was a work in progress and changes would be seen over future months. LM said that two HMIC inspections had</p>	3/15 - LM to completed analytical work on lag	LM	26 <sup>th</sup> Nov 2015

	<p>taken place, the Vulnerability report was expected in December and Child Abuse report was due in February. Demand has increased significantly across all areas, whilst there is still a lag time between recorded cases and solved period.</p> <p>Increase in recorded crimes due to Op Maple and new recording process. LM noted that there has been a significant increase in the number of cruelty offences; this may be linked to external agency practice changes. Increase in the number of cases where there is no outcome assigned. LM said that they were aware of the increase and would manage this.</p> <p>LM confirmed that victim satisfaction does include Domestic Abuse but not Child Protection offences; work is currently being undertaken by the University of Bedfordshire. SH suggested that the OPCC could help fund a formal survey around victim consultation.</p>	<p>time.</p> <p>4/15 - LM to send University of Bedfordshire TOR to OPCC.</p> <p>5/15 - OPCC to discuss potential to fund formal survey</p>	<p>LM</p> <p>SH</p>	<p>26<sup>th</sup> Nov 2015</p> <p>26<sup>th</sup> Nov 2015</p>
5.	<p><b>Shared Services Report</b></p> <p>LW asked whether we could benchmark with other organisation outside the police include private sector and local government. MG said that NPS works well and if there is a drop in score that this does allow focus to be given to an area.</p> <p>NA noted that number of staff employed as part of the staff association, which included EPSA and UNISON and asked when this was last reviewed.</p> <p>NA noted that Transport Services were not as cost effective as other forces across the country. MG said that the pence per mile was low in Essex, however the wider organisational issues such as hire cars can affect the overall spend.</p> <p>SH asked about the quality of service provided noting that there are areas of the business which have challenges and can this be included within the reports. SH also asked whether it would be possible to include any further</p>	<p>6/15 - MG to review the level of funding to staff associations.</p> <p>7/15 - MG to review transport costs.</p>	<p>MG</p> <p>MG</p>	<p>26<sup>th</sup> Nov 2015</p> <p>26<sup>th</sup> Nov 2015</p>

	work on benchmarking and whether we should ask for further work to be completed.			
6.	<p><b>HR Quarterly and Sickness Report</b></p> <p>It was asked that restricted data was removed from all reports to enable these to be published online. NA said that Specials intake numbers were good and asked about Specials retention levels. NA requested that this is reviewed to ensure numbers are maintained.</p> <p>AH said that there was a reduction in the number of incidents and individuals commencing sickness in Q1. Respiratory sickness is down in Q1, AH noted that an intranet article has been issued regarding flu jabs and that the force would reimburse the flu jab cost.</p> <p>NA noted that the impact of sickness on the organisation and that the response to this needs to be management driven. NA asked whether EPs response to psychological sickness was correct and whether EP was doing everything to understand and tackle this. AH said that EP was looking to complete an Innovation Fund bid for training managers and increasing individual resilience. NA said that if sickness costs £14m per year then the ROI should be considered.</p> <p>NA asked whether there were any anomalies at scale 4 level as this area has the highest level of sickness across police staff. AH said that scale 4 has the largest headcount across police staff and has reduced since the previous quarter. MH also said noted that he would be chairing a board where 10-15 difficult cases would be looked at each month and what is the delay in these individuals returning to work.</p> <p>NA also asked whether sickness across the LPAs could be linked to management of staff or workload levels. DC said that trends were now decreasing and that last year the education had been completed and that the results of this were now being experience across the force.</p>	<p>8/15 - Special retention processes to be reviewed.</p> <p>9/15 - AH to provide OPCC with information on the need (type and volume) between OT and psychological support, and the resources made available to each service, and with information of how HR monitors need and usage and feeds this back to managers</p> <p>10/15 - AH to provide OPCC with information of how HR monitors apparent anomalies in sickness such as those apparent in scale 4, and action taken</p> <p>11/15 – WK/AH to look</p>	<p>AB</p> <p>AH</p> <p>AH</p> <p>WK/AH</p>	<p>26<sup>th</sup> Nov 2015</p> <p>26<sup>th</sup> Nov 2015</p> <p>26<sup>th</sup> Nov 2015</p> <p>26<sup>th</sup> Nov 2015</p>

		into sickness vs overtime vs vacancy factors		
7.	<p><b>Performance Report</b></p> <p>WK reported a 9.4% increase in crime in year to date. All crime categories except burglary and racially aggravated crime are showing increase. WK noted that Domestic Abuse incidents have decreased however this is in line with seasonal trends.</p> <p>WK noted an 83% increase in fatalities across the rolling 12 month period and that seriously injured data was also a concern. WK noted that motorcycle and pedestrian incidents were still a concern, however pedestrians were more difficult to analyse.</p> <p>WK said that there was missing data as a result of Athena and this was expected to continue for the foreseeable future. Northgate are working on the issues however there was no timetable for this.</p> <p>It was noted that the cumulative ASB figures have changed from red to green. WK said that this is link to a number of factors such as new policy, THRIVE and interpretation of ASB. The new policy only affects how EP deals with ASB and not how it is recorded.</p>	11/15 - WK to ask Adam Pipe to analyse pedestrian data.	WK	26 <sup>th</sup> Nov 2015
8.	<p><b>Corporate Finance Monthly Finance Report and Transformation Savings</b></p> <p>NA said that it was very important that expenditure is brought under control and EP to provide actual plans on how they will control the expenditure. DM said that the overspend has increase to £1.5m in part due to severance pay.</p> <p>A separate overtime thematic was underway, and a number of areas which could be amended. Unidentified in year savings currently at £1m. General reserve is currently at £11.6m, if the overspend can be reduced then this</p>			

	would increase.  DM proposed a number of options to reduce the overspend. These proposals were noted by the OPCC however a decision has been deferred until after these have been discussed by the Treasurer.	12/15 - Recommendations to be deferred until discussion held with CG	CG	26 <sup>th</sup> November 2015
9.	<b>AOB</b>			