**MINUTES**

**OFFICE OF THE POLICE, FIRE AND CRIME COMMISSIONER FOR ESSEX**

**ESSEX POLICE PERFORMANCE AND RESOURCES BOARD**

30 April 2019, 10.00am to 1.00pm, GF03, Kelvedon Park

**Present:**

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| Roger Hirst (RH) | Police, Fire and Crime Commissioner (Chair) |
| Jane Gardner (JG) | Deputy Police, Fire and Crime Commissioner for Essex |
| Pippa Mills (PM) | Deputy Chief Constable |
| Andy Prophet (AP) | Assistant Chief Constable |
| Vicki Harrington (VH) | Director of Strategic Change |
| Mark Gilmartin (MG) | Director of Shared Services |
| Richard Leicester (RL) | Director of HR |
| Supt Jon Burgess (JB) | Head of Performance Improvement Unit |
| Anna Hook (AH) | Head of Performance & Scrutiny, PFCC’s office |
| Camilla Brandal | Minutes, PFCC’s office |
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| **Apologies:** |  |
| Pippa Brent-Isherwood (PBI) | CEO, PFCC’s office |
| Abbey Gough (AG) | Financial Scrutiny Officer and interim S151 Officer, PFCC’s office |
| Debbie Martin (DM) | Chief Finance Officer |
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1 Introduction and welcome

RH welcomed all to the meeting and confirmed apologies had been received from PBI, AG and DM.

2.i Minutes of last meeting

There being no amendments to the draft minutes of 9 April 2019, they were approved.

2ii Action Log

08/19 Crime Tree Data reporting

AH is still in discussion with Mark Johnson re his recommendations.

09/19 Collaboration

MJ had sent AH a copy of the Domestic Abuse draft findings and would pick up the Anglia Ruskin’s Public Confidence report direct with the report’s author. Propose close.

JG asked about the status of the work being done on the DVPN/DVPO. VH confirmed that Anglia Ruskin were carrying out the additional piece of work and the timeline set at end of April. VH will be following this up.

10/19 Recruitment of Specials

AP will be working with Supt Cat Barrie to action this. Propose close.

11/19 Recruitment of Specials

AP will be working with Supt Cat Barrie to action this. Propose close.

12/19 Crime Prevention Strategy

AP to forward the updated delivery plans to AH.

13/19 Monthly Performance Report

Matt Robbins has confirmed that Burglary Dwelling and Burglary Other became Burglary Residential and Burglary Business and Community respectively.  After this date, iQuanta no longer reported on these Home Office Crime Tree categories.  No comparison data is therefore available. Propose close.

14/19 Gangs and Crime update

It was confirmed that there is no specific regional PCC lead for Gangs and Crime but that Kathryn Holloway (the PCC for Bedfordshire) would be the most appropriate person. Propose close.

2iii Forward Plan

2.iii.1 VH confirmed that the paper on Investment Supporting the Police and Crime Plan and Force Growth Plan had been moved to May in order for the end of year closure report to be included.

3 Changes to complaints management

3.1 PM presented the paper on the upcoming changes to the police complaints system which has arisen as a result of stage three of the Home Office’s Improving Police Integrity Programme.

3.2 PM summarised the current complaints system, the result of the Quality of Service Team pilot and the establishment of a permanent Quality of Service Team, the new Complaints System, and the models available to the PFCC.

3.3 A discussion took place around risks and the need to address the resourcing issues going forward. PM confirmed that there was no definite date set for the stage three implementation but it was agreed that PM would work with the OPFCC to produce a plan for September 2019 with regards to training and resourcing.

**Action: 15/19**

**Update and focus on resourcing implications regarding budget 20/21 to be added to the Forward Plan for September.**

3.4 PM also took the meeting through the Quality of Service Team Review that had been carried out and after discussion, the Board asked that Claire Heath and the team be commended on their work.

4 HR, Sickness and Attendance management, Staff performance Reports (Quarterly)

4.1 RL presented the resourcing paper which accompanies the HR strategic dashboard, and from the Executive Summary, it was confirmed that as at 31 March 2019, the officer strength was at 60.94 fte over the establishment of 3003, the police staff strength was 2004.16 fte which is 165.43 fte under the establishment, and the PCSO strength was at 108.03 which is 0.03 fte over the establishment of 108 fte. RL confirmed that there were 517 specials in post (an increase of 40 from 31 December 2018).

4.2 RL confirmed that he plans to take an update to Chief Officers’ Group next week regarding the officer numbers for the Crime and Public Protection Command as, for example, they have had 5 applications for 17 posts in the CAIT team.

4.3 The Board would like to record their thanks to the HR team for their hard work in connection with recruitment.

AP joined the meeting at 10.35am

4.4 A discussion took place regarding the spike in ‘transferee’ numbers and the recent City and Met recruitment campaigns which is being monitored closely.

4.5 A discussion also took place around BAME recruitment, Specials and female officer succession planning. RH commented that there was no update around gender. RL confirmed that most of the recent work had been undertaken around BAME recruitment but that he had the figures and information on gender and would provide RH with an update.

**Action: 16/19**

**RL to provide RH with an update on gender figures and information as it was not included in the HR quarterly paper.**

4.6 Supt Jon Burgess took the meeting through the absence figures from the paper and stated that Essex Police were now in the best place they have been regarding absences for five years.

4.7 AH asked if the new shift pattern had had an impact on the absence figures, and it was confirmed that it hasn’t because the new shift pattern is planned for October 2019.

4.8 RL confirmed that the team had received two national awards; namely, the CRPD Award for Wellbeing (across Essex and Kent), and the Oscar Kilo Award (for psychological support to our workforce).

4.9 RH asked what has worked so well in effecting the decrease in numbers, and Supt Burgess stated that the use of the Feel Well Live Well campaigns, working with HR advisers, the Absence Management Group meetings, and the retirements of some long term ill health personnel have all contributed to the decrease.

4.10 JG wanted to know if the force were still hearing a good response to the increase in strength and numbers and JB confirmed that when he is hot desking, he has been talking to all ranks and the general response is ‘good to have a full shift and a full team’.

JB left the meeting at 10.50am

5 Evaluation of TruCAM Pilot

5.1 PM presented the overview paper on the TruCAM Pilot and future developments. The report was for the board to note and contained an evaluation of TruCAM’s use.

5.2 PM took the meeting through the paper which included information on how many devices there are currently being used and how they are funded, who has been trained, how many excess speed offences have been recorded and how many offences have resulted in prosecutions, the increase in numbers for which were encouraging.

5.3 PM outlined the future work involving the new group which had been launched in Harwich and the negotiations that are ongoing with Basildon District Council.

5.4 After discussion, it was agreed that PM would find out from SERP whether they had any data on the effects on road safety from the TruCAM information and would build it into the next update.

5.5 The efficiency of the TruCAM product and ability to now capture an increased number of motor offences has put pressure on the back office and potentially the court system. RH is keen for TruCAM to be rolled out further, as soon as possible. PM is to assess impact and report back in six month’s time.

5.6 After a further discussion around volunteers, resources, data impact and costs, it was agreed that PM would report back to this Board in six month’s time on the results of the TruCAM deployment in Harwich.

**Action: 17/19**

**PM would report back to this Board in six month’s time with an evaluation on back office pressures and implications on courts system, and options to address this, and the results of the TruCAM deployment in Harwich.**

6 ASB – ‘what worked’ and will address reason ASB has gone down

6.1 AP presented the paper that dealt with the evaluation of ‘what works’ in addressing ASB which had arisen as a result of a request from the P&R Board in October 2018. There were no specific recommendations but the Board were asked to note the contents.

6.2 AP confirmed that he had just been appointed the National Lead for ASB Arson and Homelessness.

6.3 AP took the meeting through the paper which outlined what works (i.e. early interventions, coercive and developmental interventions, situational interventions), restorative justice, family based interventions, acceptable behaviour contracts, and the actions for improvement and future work/ development.

6.4 A discussion then took place around the role of local council teams, how success was being measured, the role that Safer Essex can now play in providing feedback and evaluation of Local Authority delivery against ASB and whether there was a role for the PFCC’s office in their existing financial support for CSPs. It was also discussed that ASB might be an area for potential research or dissertation topic as there was a dearth of long term ASB academic research, and the PA Consulting review that was carried out by the APCC.

6.5 A discussion took place around ASB figures and whether a similar piece of work on CDA could be undertaken on ASB.

**Action: 18/19**

**VH will look at whether any research has already been conducted which identifies the level of increased reporting increased police activity has on crime reported in the same area as that activity – to be included in next ASB paper 29 August P&R.**

AP left the meeting at 11.30am

7 Crime Data Accuracy (Quarterly)

7.1 VH presented the quarterly update in relation to the Crime Data Accuracy of Essex Police.

7.2 The report provided an overview of the current CDA performance and an update on the key developments against the CDA improvement plan. The report also provided an update on the recent changes to the CDA recording rules and an overview of the HMICFRS CDA inspection which will take place from 29 April 2019.

7.3 The force is now tracking its crime recording performance by analysing the percentage of crime incidents that result in the recording of a crime. A much clearer picture of the ideal rate will follow receipt of the results of the forthcoming HMICFRS audit.

7.4 The new CDA audit team have been recruited, trained and inducted into the auditor roles, with the first formal audit on incidents and crimes categorised as ‘other crime’ having been completed. The key issues leading to errors are the same as those identified through previous audits and the current learning and development plan to address these issues.

7.5 After a discussion involving recorded crime figures, Outcome 22s, ‘upskirting’, modern slavery and human trafficking, it was agreed that VH would monitor (by use of the survey) and make assumptions on the recorded crime figures not capturing ‘crime not reported’ figures, and report back to the Board.

**Action: 19/19**

**VH will calculate from the level of crime that isn’t reported to the police as measured by the perception survey the impact this would have on current recorded crime levels – to be included in the next Quarterly CFDA paper (25 July).**

8 Big Word update

8.1 PM presented the update paper on the Language and Translation Services (The Big Word) including the developmental action plan.

8.2 The paper set out the background and identified ongoing issues which has resulted in operational impact due to delays in process for non-English speaking members of the public. Work is being undertaken with a national working group to explore the options of providing a standalone translation service owned by the Police which may provide a significant cost saving and improvement. The Association of Court and Police Interpreters are currently in place to provide a service where The Big Word are unable to meet the service demand. The results of the monthly meetings and improvement plans with The Big Word will be reported on to this Board.

8.3 A discussion took place around the highest levels of languages associated with complaints in the table on page 3 of the paper and the issues that are being found nationally with the provision of translation services. PM is of the opinion that resolving this issue is an ongoing piece of work and that it will not be resolved quickly. It was agreed that MG will pick up the Big Word contract/ provision issue (on CLEP and national issues) on behalf of the force and look at whether it would be economic to have a separate provision for the top three languages with the same provider and would report back to this Board with his findings.

**Action: 20/19**

**MG will pick up the Big Word contract/ provision issue (on CLEP and national issues) on behalf of the force and look at whether it would be economic to have a separate provision for the top three languages with the same provider and would report back to this Board with his findings.**

9 Progress, impact and assessment of the Public Engagement Strategy and future plans

9.1 VH presented the paper on the update of the Public Engagement Programme and the update of the progress made by district policing areas to deliver the Public Engagement Strategy at a local level and the work being undertaken by the central Public Engagement Team.

9.2 VH took the meeting through the paper and highlighted that there has been a definite cultural change in how the CPTs are engaging with the public with engagement events being planned, publicised and delivered. Views and feedback are sought from the public, communities and partners during events and surveys and the information and insight informs the delivery of future engagement activities.

9.3 VH confirmed that the impact of this increased level of engagement is reflected in the public perception survey results. It should be noted that ‘One size did not fit all’ for some engagement events but all districts had improved the systems they had in place to listen to and seek feedback. Kay Odysseos (Police, Fire and Crime Panel member) had assisted with the first Public Engagement Star Chamber, which in turn through a workshop led by ACC Prophet, had resulted in the development of a ‘District Engagement Plan’ based on defined work areas ‘Listen, Act, Tell’.

9.4 VH went through the public perception survey results and the significant positive increase the engagement activities are having.

9.5 JG asked how the PFCC’s office would get to see the District Engagement Plans and it was agreed, after a discussion, that the individual District Commanders would be contacted by the PFCC’s office for a copy of their live District Engagement Plans which would then form part of the briefings prior to the PFCC’s public meetings.

9.6 VH confirmed that the feedback that they had received will be put onto the District Engagement Plan map after some technical issues had been resolved.

10 Comparative international crime data (work on domestic crime trend since 2015)

10.1 VH presented the detailed paper on the analysis work carried out into comparative international crime data and whether England and Wales are following the same trend of violent crime levels as seen in other comparable countries. The paper had been requested by the PFCC.

10.2 From the paper, VH confirmed that the findings have been based on ‘violence crime’ crime data where available and where violent crime data is not available or valid, homicide data has been analysed. The initial question asked by RH to investigate the rise of crime (especially from March 2015) was difficult to answer specifically, as different countries had different crime categories and periods of recording. The data available had been drawn from 1995 to 2016.

10.3 After discussion, RH asked whether VH thought Essex Police were ‘out of kilter’ internationally, and VH confirmed that she did not think that EP were. It was subsequently agreed that VH would look at the homicide figures and update the graph in terms of 2018/2019 data.

11.i Finance – Efficiency and Investments Plan

11.i.1 VH presented the Efficiency and Investments Plan report which outlined progress against current and future efficiency and savings plans and the MTFS. The report is for the Board to note.

11.i.2 From the Executive Summary, the 2018/19 budget sets out an efficiency and savings requirement of £3.497m which has now been fully delivered. The 2019/20 budget set out an efficiency and savings requirement of £6.413m which is made up of cashable savings of £4.752m and £3.609m non-cashable efficiencies which exceeds the overall Savings and Efficiency target by £1.948m. It was to be noted that no changes have been made since the position reported in the March 2019 update report.

11.i.3 AG asked AH to ascertain (in her absence) when the Mobile First figures on page 6 are likely to change. MG is of the opinion that they will change in our favour with an uplift in the non-cashable benefits but this will be reported on in the future. MG confirmed that the benefits will be an item at the Mobile First Strategic Board, then ratified in each force and incorporated accordingly.

11.i.4 MG wanted to confirm that the cashable elements of the overall Savings and Efficiencies Plan had been discussed at Synergy and included a conversation around levels of ambition and the set of viable schemes that will need to be put in place to deliver the cashable savings. Referring to the table on Page 6 of the report, RH asked that in order to get the £4.6m of cashable savings, would there need to be new plans put in place around this figure or is it specifically around support services? MG was of the opinion that it was a bit of both, with the cashable column of the table showing an element of uncertainty with green and amber issues around the delivery of shared services in the coming budget year. VH commented that the figures do not show the figures for 2021 where the work that MG is leading currently will begin to have an impact.

12.i Monthly Performance Report

12.i.1 VH presented the Monthly Performance Report for March and asked the Board for their comments on the new reporting format. It was agreed that the new format provides much more information around the Police and Crime Plan priorities, and that it lines up more with the Balanced Scorecard.

12.i.2 From the Executive Summary, VH confirmed that four of the seven priorities have been graded at ‘good’, with the remaining three graded at ‘requires improvement’. All crime has risen by 18.3% for the 12 months to March 2019 compared to the 12 months to March 2018. Domestic abuse has risen by 46.2% but this can, in part, be attributed to the change in Home Office Counting Rules in April 2018.

12.i.3 VH confirmed that the solved rate had declined slightly from 17.7% to 17.6% but importantly the volume of outcomes has increased.

12.i.4 RH asked about the sudden jump in all crime in March and VH confirmed that there was a big increase in February at year end as well where Essex was double the national increase. VH is of the opinion that these increases are in part down to the Crime Data Accuracy figures and the new recording categories and the change in Home Office Counting rules.

12.i.5 AH commented that on Priority 1 it was a little disheartening to see that EP were last in the MSG table. VH confirmed that this is benchmarked against the England & Wales Crime Survey and not the more accurate Essex Perception Survey.

12.i.6 AH asked about the ‘requires improvement’ grading and whether any information could be shown on the report as to what is being done to improve. VH and PM confirmed that this will be done through deep dives and regular reporting back to this Board as part of the forward planning as well as the backwards look.

12.i.7 A discussion took place around Priority 4 of the Police and Crime Plan which deals with reversing the trend in serious violence and homicides. After a discussion around Priority 5 of the Police and Crime Plan which deals with Organised Criminal Group disruptions, RH confirmed that he would like to see the current figures that EP have regarding OCGs being shown in the data (rather than no figure) and a note put in the report to the effect that the prior year does not have a figure that can be used as a comparable (rather than N/A). VH confirmed that the figures and the caveat explanation would be put into next month’s report.

**Action: 21/19**

**VH, PM and D/Ch/Supt Rob Fordham would look to providing the current figures that EP have regarding OCGs being shown in the data (rather than no figure) and a note put in the report to the effect that the prior year does not have a figure that can be used as a comparable (rather than N/A).**

12.i.9 VH took the meeting through the list of Exceptions for this month, namely; violence without injury, stalking and harassment, rape, theft of personal property, arson and racially aggravated offences. A short discussion ensued but there were no actions arising.

12.i.10 JG asked for clarification around the figures showing the 38.8% decrease in the number of positive child abuse outcomes and VH confirmed that she would look at the figures in terms of volumes of offences for next month’s report.

12.ii Quarterly Performance Report

12.ii.1 VH presented the Quarterly Performance Report for March 2019 and asked if there were any questions or comments on the content or the format.

12.ii.2 A short discussion took place around the District data engagement reporting, self service and online reporting.

13 Any Other Business

There being no other business, the meeting closed at 12.57pm.