

NOTES OF THE SCRUTINY BOARD HELD ON 13 MAY 2020 MEETING HELD VIA SKYPE VIDEOCONFERENCE CALL

Present: D Keane, Police & Crime Commissioner
D Martland, Chief Constable

Office of the Police & Crime Commissioner

P Astley, Chief of Staff
M Walton, Senior Governance & Performance Officer
C Tozer, Senior Communications Officer
J Park, Operational Support Officer

Cheshire Constabulary

J Cooke, Deputy Chief Constable
P Woods, Head of Planning & Performance
B Dutton, Chief Superintendent (Local Policing)

No members of the public present to observe the meeting.

1. NOTES OF THE 13 NOVEMBER 2019 SCRUTINY BOARD

1.1 The notes from the meeting on 13 November 2019 were noted and approved.

2. PRESENTATION ON NEIGHBOURHOOD POLICING

2.1 Chief Superintendent Dutton presented a PowerPoint presentation titled 'Neighbourhood Policing Update'. *A copy of the presentation is available in the report pack published on the Police & Crime Commissioner's website.*

2.2 The Commissioner thanked Chief Superintendent Dutton for the presentation and the assurance provided. The Commissioner explained that he is proud of the work completed to date on community policing and offered his congratulations to the Constabulary on winning the Tilley Award for 2020 (this was in relation to problem solving within Macclesfield LPU). The Commissioner discussed this local good practice and also the national and international significance that Cheshire would be representing the UK in the International Goldstein Awards 2020.

2.3 The Commissioner sought assurance from the Chief Constable in relation to the change from Neighbourhood Policing Board to a Delivery Board. The Chief Constable explained that the Neighbourhood Policing Board was formed to establish the strategy and clear direction in terms of expectations. The Delivery Board is now tasked with delivering the Neighbourhood Policing Plan but the Chief Constable stressed that he wished for the Commissioner and the OPCC to continue to be involved, consulted and actively engaged with the delivery of the Neighbourhood Policing Plan.

2.4 The Chief of Staff (OPCC) welcomed the commitment to co-production and involvement in order to influence the strategic objectives for delivery on the ground. This continues to be a priority area for the Commissioner and it is essential that the strategic priorities of the Police and Crime Plan are fully delivered within local communities. The Chief of Staff explained that the realignment of wards, the introduction of a police officer per community and the local policing community fund are all to be built upon the commissioner's sound foundations of a dedicated PSCO and police base in each community and need to be integrated into the Neighbourhood Policing Plan and subsequently

delivered. The Commissioner reiterated the importance of continued sound planning and delivery under his mandate to represent the public, set the priorities, fund those priorities and subsequently scrutinise the Chief Constable & performance of the Constabulary in delivering those priorities. The Commissioner confirmed that the Chief of Staff will continue to lead this area of work within the OPCC as this remains a high priority.

- 2.5 The Commissioner explained that the 2020/2021 budget that was agreed in January for delivery from April 2020. The agreed budget included the commitment to finalise the PCSO and base per community, but also the commitment of a dedicated Police Officer per community. The Commissioner noted that there was limited reference to a dedicated Police Officer per community within the presentation. The Commissioner questioned when the commitment of a dedicated PC per community, as agreed in the budget and by the residents of Cheshire, will be delivered by the Constabulary.
- 2.6 Chief Superintendent Dutton explained that the presentation was from the Delivery Board in early May and confirmed that approval had been provided to deliver the dedicated Police Officer per community. There has been ongoing work completed this week and Chief Superintendent Dutton suggested there will be a plan available for Commissioner by the end of May that will detail the delivery of a dedicated PC per community. Chief Superintendent Dutton confirmed that the plan will be subject to internal scrutiny over the next two week period and that the Constabulary will also review the job description and shift pattern of Beat Managers. As the Constabulary wish to recruit new staff into this position, there is a desire to ensure efficient recruitment with a clear understanding of the expectations of the role.
- 2.7 The Commissioner stated that the Constabulary had 80 Beat Managers in place and noted the additional 43 officers funded by the Commissioner via the increase to the precept during the previous financial year as well as the ongoing recruitment of police officers funded via the national officer replacement programme. The Commissioner encouraged greater progress and stated there would be ongoing discussions at Scrutiny Board in order to monitor delivery of this key promise of a dedicated, named, faced community police officer in each of our, currently 122, police communities.
- 2.8 The Commissioner acknowledged that two of the four local authorities in Cheshire have had recent ward boundary changes, with a third having conducted a review with expectations for new wards from May 2021. The Commissioner referred to his previous suggested review of the 122 communities would be beneficial as soon as practicable in order to update our alignment of police communities with local council wards. The Commissioner explained that he would expect the Constabulary to be in a position to name the dedicated officers for each community by the end of July. The Chief Constable confirmed a plan is being developed which is looking at the alignment of the ward boundaries. The Chief Constable confirmed that he aims to complete delivery by August, although plans will be in place over the coming weeks for the Commissioner to view.
- 2.9 The Commissioner acknowledged that the work is ongoing and reiterated the support of the OPCC to assist in the delivery of this priority. The Commissioner stressed the importance of achieving this commitment as soon as possible, particularly as this has been funded for the financial year via the budget. The Commissioner explained this will become a regular agenda item at Scrutiny Board to ensure ongoing scrutiny and support, achieve delivery and provide the best Community Policing model in the country. The Commissioner thanked Chief Superintendent Dutton for the presentation and the ongoing work and commitment of his team. The Commissioner reiterated that he would welcome sight of the detailed plan in relation to the delivery of a dedicated, named, faced Police Officer per community by the end of May.

ACTION:

2020/01: The Commissioner is to be provided with a detailed plan in relation to the delivery of a dedicated Police Officer per community by the end of May 2020.

3. CHESHIRE CONSTABULARY ACTION PLAN- HUNTING

- 3.1 The Commissioner welcomed the updated action plan presented and invited the Chief Constable to provide a brief overview.
- 3.2 The Chief Constable provided an overview of the action plan presented and explained the work completed to date, the launch of the rural crime team and dedicated investigation team, both of which have significant knowledge, skills and expertise. The Chief Constable applauded the Assistant Chief Constable on the work completed with both the pro-hunting and anti-hunting communities, discussing the benefits of bringing both groups together for discussions and negotiations. The Chief Constable explained that a principles document had been agreed in principle and although nothing was signed, there was co-operation from both communities. This worked well throughout last season, although there were some issues in relation to the hunt in between Christmas and New Year although not the usual Boxing Day hunt. The Chief Constable acknowledged there was a big attendance at this hunt which wasn't anticipated by the Constabulary.
- 3.3 The Chief Constable explained that the action plan had been slightly out of date for numerous reasons but had now been updated. The action plan was launched last year and used the Gold command structure lead by an Assistant Chief Constable which included: i) Leadership and Accountability; ii) Engagement and Communication; iii) Learning and Development; iv) Quality of Investigation; v) Operational Responses to Incidents. In summary, the Chief Constable confirmed that the vast majority of the action plan had been completed.
- 3.4 The Chief Constable explained he is now the National Lead for rural and wildlife crime and his desire for best practice across the country. Other force areas (Derbyshire, North Wales and the Yorkshire forces) have contacted Cheshire Constabulary for advice and additional information in relation to the rural crime team, despite this dedicated team only being launched in September of last year.
- 3.5 The Chief Constable provided an update on last season and, in addition to the principles document agreed in principle, two hunts had allowed the anti-hunt community to view the setting of the trail. Throughout the 2019/2020, a total of 67 crimes were recorded, the majority of which have now been finalised. One crime in particular remains outstanding and the one kill of a fox remains under investigation.
- 3.6 The Chief Constable explained that a debrief meeting took place in April and communication has worked well throughout the season with the learning and training cascaded to staff and the dedicated investigation team. Any serious crimes are investigated via the rural crime team rather than the Local Policing Unit following learning from the previous year. The Chief Constable also confirmed that the Constabulary had met with the RSPCA in relation to the five investigations last year, with some guidance accepted, particularly in relation to evidence provided. The Chief Constable stated that learning had been identified and future investigations will be completed in isolation as opposed to grouping these together. Although the grouping together of investigations followed the previous advice of the CPS, the Chief Constable acknowledged that this was a mistake and assured the Commissioner that future investigations will be completed in isolation to ensure more timely conclusions. The Chief Constable anticipates further engagement with the pro-hunt and anti-hunt communities in early autumn and confirmed that the learning from the 2018/2019 season, implemented last year (2019/2020) will continue to be implemented this coming season.
- 3.7 The Commissioner welcomed the update provided and the ongoing work of the Constabulary. The Commissioner explained he required ongoing re-assurance following the de-brief of the previous season and the level of engagement with the pro-hunt and anti-hunt communities both previously and planned prior to the new season. The Commissioner welcomed some successful developments, and drew attention to the agreement, in some areas, of allowing observation of trail setting, which was one of the major outcomes of the independent review to encourage compliance with the law. The Commissioner stated he intended future discussions to understand the Constabulary's 'peer review' and interaction with the RSPCA, but welcomed the decision to investigate each incident on its own merits.

- 3.8 The Commissioner noted that some of the actions detailed within the action plan appeared to be overdue and sought assurance from the Chief Constable that, in relation to Ref 2.5, the Constabulary had provided advice to Hunts in relation to the recording of the setting of trails. The Chief Constable stated that he would ensure the action plan is updated to reflect progress to date and this would be presented at the next Scrutiny Board. The Chief Constable confirmed that there has been a change in personnel with one of the Hunts and the Constabulary will seek an early meeting to ensure ongoing engagement.
- 3.9 The Commissioner thanked the Chief Constable and explained he looked forward to receiving the updated action plan. The Commissioner reiterated that this remains an emotive issue and encouraged ongoing engagement with both communities to ensure compliance with the law and efficient and effective policing. The Commissioner recognised the ongoing commitment and work of the Constabulary and discussed his belief that such investment will continue to provide benefits and greater improvements next season and beyond.

ACTION:

2020/02: Chief Constable to ensure that the Cheshire Constabulary Action Plan – Hunting is updated and presented at the Scrutiny Board in July.

4. THEMATIC: A POLICE SERVICE FIT FOR THE FUTURE

- 4.1 The Chief Constable provided an update in relation to technology and explained there are a number of teams working under the Change Board to ensure advances in technology and digital transformation. For example, the Chief Constable discussed the ongoing work of staff within the IT department to develop a bespoke technical solution to provide a digital notebook. The Chief Constable also explained that vehicle telematics, a fleet management tool, continues to be rolled out across the fleet, although this has recently been paused due to COVID-19 issues and is not live as yet. The system enables the Constabulary to track vehicles and provide warnings when there is a fault with a vehicle, indicate when a service is due as well as monitoring driver behaviour. It was noted that the business case for vehicle telematics was agreed on basis of the predicated savings and minimising the amount of time vehicles are off the road.
- 4.2 The Commissioner noted that the report indicated 160 vehicles have been installed with vehicle telematics to date and questioned how many vehicles are outstanding. The Chief Constable explained that vehicle telematics will be installed into approximately 75% of the fleet and priority will be given to response vehicles. The Head of Planning & Performance provided a further update in that to date, 374 vehicles had been installed with the vehicle telematics system, with ten vehicles currently trialling the system. In total, vehicle telematics will be installed in 680 vehicles, meaning over half of these vehicles have been fitted with the system. The Head of Planning & Performance confirmed the installation was paused for the initial response to COVID-19, but reassured the Commissioner and Chief Constable that installation will recommence mid-May. The Commissioner thanked the Head of Planning & Performance for the revised update provided and the progress made to date.
- 4.3 The Commissioner raised the issue of benefits realisation, specifically in relation to savings and size of the fleet, enquiring whether progress to date was in line with the business case. The Commissioner recalled that the business case detailed savings and efficiencies on vehicle requirements to provide a better indication of what is needed in the future. The Chief Constable explained that although there will be immediate benefits, these will be operational (in terms of fleet scheduling service of vehicles and Professional Standards investigations) as opposed to cash savings and it is hoped that the implementation of vehicle telematics will also significantly improve the standard of driving. The Chief Constable confirmed that there will be a post implementation review at three months and 12 months to determine the cashable savings. The Commissioner highlighted that there has been a significant investment to install vehicle telematics in 680 vehicles and requested a future briefing that details the benefits of such investment for Cheshire Constabulary and how this compares to the original business case.
- 4.4 The Chief Constable also discussed the introduction of Single Online Home and the significant opportunities this provides for both the Constabulary and members of the public. Single Online

home is a national approach to ensure a more consistent mechanism for members of the public to contact the Constabulary. The Chief Constable confirmed the number and type of submissions has increased from approximately 450 per week to over 1,000 submissions per week in recent weeks, largely attributed to concerns in relation to the new legislation and Coronavirus. Single Online Home also provides the ability to pay online, for example for a firearms certificate and provides greater information to be shared with the public, for example the 122 communities, dedicated PCSO and Community Police Officer and their contact details.

- 4.5 The Chief Constable also discussed the significant investment in Body Worn Video that is available for all frontline officers. The Constabulary continues to utilise video evidence, in particular to support the response to domestic abuse and where appropriate, evidence led prosecutions. The Chief Constable explained that there continues to be some issues with the technology, in particular the time required to download footage. The Chief Constable stated that Body Worn Video is mandatory when attending domestic incidents to ensure evidence capture and there are examples where such evidence has enabled a successful charge outcome. The Chief Constable explained that there continues to be discussions with both CPS and courts in relation to Body Worn Video being shown as evidence in court and this has been trailed in Avon and Somerset. It was confirmed that the Constabulary is supportive of this approach and wished to develop this further in Cheshire.
- 4.6 The Commissioner enquired in relation to the progress of the post implementation review of Body Worn Video as he continues to seek assurance in relation to the use of Body Worn Video in general and the procedure for switching the device on and off. The Commissioner explained that the original discussion was that Body Worn Video would be activated permanently, and would be connected to the command and control system, although the Commissioner did strongly acknowledge privacy concerns, particularly when officers were on a period of rest. This original planned approach would offer the greatest level of protection and evidence. The Commissioner asked why the Body Worn Video is currently only activated when an officer chooses to do so, but explained he looked forward to receiving a copy of the post implementation review.
- 4.7 The Chief Constable invited the Deputy Chief Constable to address this issue, she explained that Body Worn Video is not switched on at all times but there is an expectation for this to be activated during stop searches and attendance at domestic incidents, in addition to where officers feel it to be appropriate. The Deputy Chief Constable explained that the Command and Control system currently does not connect with Body Worn Video, although work is being progressed in relation to this and offered assurance that the issues in relation to the time required to upload footage is also being addressed. The Deputy Chief Constable explained there is evidence from across the country in relation to the benefits of Body Worn Video, in particular assisting with the handling of complaints and assaults on officers. The Deputy Chief Constable also confirmed that a pilot will commence in one or two LPUs where Body Worn Video will be activated to record all incidents where a police powers are used. The Chief Constable explained this work is being progressed nationally and the control room will remind officers when attending incidents to ensure Body Worn Video is activated.
- 4.8 The Commissioner reiterated that within Cheshire, the initial discussions were that Body Worn Video would be activated permanently and this was discussed with staff associations due to concerns, although there was recognition in relation to the balance between openness, transparency and the purpose of Body Worn Video. The Commissioner reiterated that footage can support the handling of complaints, but the issue that the device can be switched on or off at any time remains. The Commissioner acknowledged, however, that Body Worn Video can improve behaviours, protect officers and can capture vital evidence to support prosecutions. The Chief Constable confirmed that a post implementation review will be linked to the pilot scheme and that the Commissioner will be advised in relation to when this will be completed. The Commissioner explained that he considered the post implementation review to be overdue (as per the Management Board decision) but welcomed sight of the post implementation review once completed. The Commissioner explained that he wished for the matter to be presented as a specific agenda item at a future Scrutiny Board.

- 4.9 The Chief Constable explained the Constabulary continues to make progress with the police estate and although progress in relation to Birchwood Fire Station has been delayed slightly due to Covid-19, this could be completed over the coming weeks.
- 4.10 The Chief Constable highlighted the ongoing work in relation to wellbeing following the additional money available as part of the precept increase. This money has been invested in welfare/wellbeing initiatives across the Force, including improving facilities at Local Policing Units. The Chief Constable also highlighted that Cheshire Constabulary has once again excelled in performance in this year's Inclusive Top 50 UK (IT50UK) Employers Index. This achievement recognises the forces continued commitment to Equality, Diversity and Inclusion in the workplace. The Equality, Diversity and Inclusion team meet with the Chief Constable and Deputy Chief Constable bi-monthly which provides an opportunity to discuss diverse views and challenges across the organisation.
- 4.11 The Commissioner thanked the Chief Constable for the update and applauded the tremendous amount of work and progress in relation to technological improvements to ensure Cheshire Constabulary is fit for the future. With the Constabulary rated number 13 on the top 50 UK Employers index for inclusiveness, notably with a number of global organisations with significant resources on such a list, the Commissioner applauded the Chief Constable and Deputy Chief Constable for the ongoing leadership in this regard.

ACTIONS:

2020/03: Following the post implementation review of vehicle telematics, the Commissioner is to be provided with a briefing that details the benefits of the investment in vehicle telematics for Cheshire Constabulary and how this compares to the original business case.

2020/04: Following the post implementation review of body worn video, the Commissioner is to be provided with a full briefing that details the benefits of the investment in body worn video and the standard operating procedures for its use, to be followed with the full post-implementation review.

5. POLICE & CRIME PLAN: PERFORMANCE REPORT

- 5.1 The Commissioner noted that there was some real positivity in relation to the performance of the Constabulary with the performance report and that he wished to discuss some performance indicators by exception.
- 5.2 The Commissioner explained the importance of PCSO visibility within local communities and acknowledged previous discussions with the Chief Constable. The Commissioner explained that he believed the previous data provided within the performance report failed to capture accurate PCSO time within local communities. The Commissioner stated that PCSOs are visible within local communities based upon his own experiences out on community days, information posted on PCSO social media accounts, as well as the feedback he receives on a regular basis from community representatives and local residents. In addition, visibility has been improved by the Chief Constable enabling local PCSOs to book on and off within local communities rather than the main LPU deployment base. The Commissioner stressed that there was a clear commitment to PCSOs being dedicated to their local community and spending the majority of their time within that community. The Commissioner did express concerns and disappointment that data was not available to be reported in the report pack due to technical issues. The Commissioner highlighted that issues with data capture were evident in 2018 for an unacceptable and prolonged period and that a recent briefing from the Constabulary detailed a number of potential methods to capture data in relation to PCSO visibility, such as radio data, mobile phones, tablets or social media. The Commissioner sought assurance from the Chief Constable that there will be investment to provide meaningful data that accurately evidences PCSO visibility in local communities.
- 5.3 The Chief Constable reiterated this remains a priority for the Constabulary and acknowledged the Commissioner's concerns, admitting that he too shares such concerns. The Chief Constable agreed with the Commissioner in that from his experience out across Cheshire, PCSOs are visible within local communities for the majority of their shifts. The Chief Constable explained that a patrol

plan remains in place and there are clear expectations from the four Superintendents aligned to the local authority areas and LPU Commanders in relation to PCSO speed enforcement, surgeries and attendance at local events. This continues to ensure PCSOs are visible and accessible in local communities to ensure greater engagement with residents. The Chief Constable confirmed that the Constabulary continues in its recruitment efforts and additional PCSOs have been recruited recently.

- 5.4 The Head of Planning and Performance explained that the Constabulary has trailed a number of methods to capture data over the previous eighteen months, including one where PCSOs were required to record the information themselves at the end of every shift, their tour of duty and record how long they have spent in their community each day. The Head of Planning and Performance explained the Constabulary has explored options around mobile phones, but mainly used information from radio transmissions and the initial delay in relation to capturing this data was due to the implementation of SAAB and the host work required to capture this information (not from the radio transmissions but to transfer into the data warehouse to enable reporting). The Head of Planning and Performance explains the current technical issue was flagged in early February to IT, but due to COVID-19, the capacity within IT has focused upon ensuring agile working.
- 5.5 The Chief Constable echoed the frustrations of the Commissioner and explained that he also hopes that data can be captured that articulates the visibility of PCSOs within local communities throughout Cheshire. The Chief Constable assured the Commissioner that a technical fix will be available via IT and will ensure this is implemented as soon as possible as part of the Neighbourhood Policing Plan.
- 5.6 The Commissioner confirmed this is a measure that should celebrate the ongoing visibility and engagement of PCSOs within local communities throughout Cheshire and offered the support of the OPCC. The Commissioner stressed the importance of this key performance indicator to provide local communities with assurance that Cheshire Constabulary is providing the service required. It was suggested that such data is long overdue and the Commissioner will discuss the matter with his own team as he is aware there are a number of potential methods to collect accurate data. The Chief Constable welcomed the support of the OPCC to ensure potential options are progressed. The Commissioner reiterated that he wished to be able to demonstrate that PCSOs spend the majority of their time within their dedicated local community and that a proportionate manner to monitor this was a very basic requirement that needed to be delivered. Chief Constable confirmed he was fully supportive of this approach.
- 5.7 The Commissioner noted the ongoing performance of the Constabulary in relation to response times but sought assurance that LPUs are adequately resourced to meet current and future demand. The Chief Constable reiterated that the number one priority for the Constabulary is responding to 999 calls and the vast majority (92.9%) continue to be responded to within 20 minutes of answering the call. The Chief Constable highlighted that Chester LPU has the highest percentage of Grade 1 incidents attended in over 20 minutes (8.2%) which can largely be attributed to rurality. The Chief Constable explained that there had been an 11.2% increase in 999 calls and the ongoing work of the Futures Programme continues to focus upon the deployment model based upon calls for service and future demand to ensure enhanced coverage across Cheshire, including rural areas. There continues to be a significant number of missing from home incidents and as a result, resources from response teams are required to answer such calls and others linked to vulnerability and concerns for welfare. The Chief Constable explained that the risk based approach to single crewing remains but in answer to the question, the Chief Constable assured the Commissioner that there are adequate resources within each LPU to meet calls for service.
- 5.8 The Commissioner noted that volunteers are not covered in the data provided in relation to Human Resources and suggested the contribution of volunteers / Special Constabulary should be included within the report, especially as they are a key part of the Policing family and the level of support provided during the COVID-19 period. The Commissioner stressed that volunteers are reflective of the communities the Constabulary serve and requested that future reports include a dedicated slide in relation to the contribution of volunteers and the Special Constabulary. The Chief Constable agreed with the Commissioner and applauded the input of the Special

Constabulary of recent weeks, particularly in relation to Operation Business (patrol of schools and high value business premises) and involvement in a number of key arrests.

- 5.9 The Commissioner noted the 3% increase in child sexual abuse for the period ending March 2020 (when compared to the previous 12 months) and explained his concern that this figure could increase further due to the lockdown period. As such, the Commissioner enquired if there had been a further increase during the lockdown period and sought assurance that arrangements are in place to support vulnerable children throughout this period. The Chief Constable shared such concerns and explained that there has been a reduction in reporting via schools, although MASH referrals for vulnerable persons are relatively stable. The Chief Constable assured the Commissioner that case conferences and visits with social workers continue both in person and virtually. Investigations are ongoing and there are instances where the Constabulary has provided PPE equipment to partners to enable them to accompany officers on visits. The Chief Constable noted that he was well aware that there will be a number of challenges post the lockdown period but for assurance, confirmed a small reduction in numbers.
- 5.10 The Commissioner noted that there has been a concerning reduction in the solved rate for both child sexual abuse and domestic abuse. The Commissioner requested an update from the Chief Constable concerning the decrease in solved rates and an action plan to seek to reverse this trend. The Chief Constable acknowledged the reduction in solved rates and explained that there is an ongoing pilot in Chester and across Cheshire East focusing upon domestic abuse activity and partnership work. The pilot involves the use of Body Worn Video to capture evidence, removing the perpetrator and working with partners to promote the 'open the door' campaign.
- 5.11 The Chief Constable explained there has been a 15% increase in the number of domestic abuse cases with a charge outcome compared to October to December last year. In addition, a positive outcome for domestic abuse cases referred to the CPS has increased by 6.5% this financial year and the domestic abuse cases referred to the CPS with injury has increased by 8%. There has been a slight increase in reported domestic abuse during the lockdown period but overall crime has reduced by approximately 40% during this period which has enabled greater capacity to support victims. The Chief Constable also highlighted that Cheshire Constabulary has the highest conviction rate (85.7%) at court for domestic abuse across the country.
- 5.12 The Commissioner noted that the data presented within the performance report doesn't correlate to the current position based upon the update provided by the Chief Constable. The Commissioner acknowledged the fluctuations in the data presented but explained that current solved rates raise some level of concern, particularly in relation to crimes involving abuse and sexual offences. As such, the Commissioner requested a deep dive into solved rates and for this to be presented at a future Scrutiny Board, accompanied by an action plan for continued improvement to best enable justice and support for those affected. The Chief Constable explained that there continued to be national work ongoing in relation to solved rates and he would seek an update with regard to progress, although confirmed he was happy to provide additional data to a future Scrutiny Board following the Commissioner's request.

ACTIONS:

- 2020/05: Future performance reports to include a dedicated slide in relation to the contribution of volunteers and the Special Constabulary.
- 2020/06: Future Scrutiny Board to include a specific paper in relation to current solved rates, with a focus upon abuse and sexual offences, and an action plan for improvement.

6. PEOPLE & HR: PERFORMANCE REPORT

- 6.1 The Chief Constable requested the Deputy Chief Constable to provide an overview of the report and confirmed that the Constabulary had achieved the 19/20 year initial recruitment target of 30 officers as part of the national programme. In addition, the Constabulary's recent

Police Officer recruitment campaign for the police degree apprenticeship continued to be successful with a total of 377 applications that will feed intakes for the financial year 2020/21. The Deputy Chief Constable confirmed the Constabulary will have six intakes throughout the financial year which will ensure the Constabulary achieves the national recruitment target. The Deputy Chief Constable confirmed that eighteen PCSOs started in April 2020 to support the Neighbourhood Policing model with a further 26 candidates progressing through pre-employment checks for the May intake.

- 6.2 The Commissioner sought clarification in relation to police officer numbers and explained that during 2019/2020, the Chief Constable had successfully increased police officer numbers from 2,003 to 2,046, an additional 43 officers funded via the increased precept. The Commissioner explained that further officers had been recruited as part of the national replacement programme. Recognising that regular retirements and leavers and planned intakes occur, there was a reported establishment of 2,078. The Commissioner explained that there was a recent suggestion that the Constabulary has 2,120 officers and sought clarification from the Chief Constable.
- 6.3 The Chief Constable confirmed that the Constabulary had recruited the additional officers as discussed by the Commissioner. The Chief Constable explained that the Constabulary is required to report monthly to the Home Office in relation to current establishment, although the Home Office now require this to be provided based on headcount, that is, the number of people employed as a police officer, regardless of whether these are part-time or full-time or are seconded elsewhere, suspended etc. Cheshire Constabulary has historically reported data in relation to full time equivalent officers (FTE). The Chief Constable explained, therefore, that there are two methods to report police officer numbers, although it is acknowledged that reporting on full time equivalents is more relevant and provides a more realistic measure. The Chief Constable confirmed that 2,078 full time equivalent officers had been achieved but that this number fluctuated regularly, with regular leavers and planned regular intakes.
- 6.4 The Commissioner welcomed the clarification provided and acknowledged that the higher figure of 2,120 includes those individuals who are part time. The Chief Constable stressed that the headcount can fluctuate significantly due to the number of leavers and joiners throughout the year and, therefore, reporting via full time equivalent is deemed to be a more accurate and reflective measure.

7. COMPLAINTS, CONDUCT MATTERS, EMPLOYMENT TRIBUNALS AND GRIEVANCES: QUARTERLY REPORT

- 7.1 The Deputy Chief Constable provided an overview of the report and explained the planned changes to the statutory complaint framework were implemented on 01 February 2020.
- 7.2 The Chief Constable wished to thank the Professional Standards Department for the ongoing performance and the manner in which it has embraced the change in regulations. The Chief Constable highlighted that work remains ongoing in relation to abuse of authority and that internal checks continue to ensure policing powers are used appropriately.
- 7.3 The Commissioner noted the report and thanked the Chief Constable for the update provided. The Commissioner also applauded the ongoing statistical performance of the Professional Standards Department and noted that with 99% of all complaint cases recorded within ten working days, the Constabulary is the top performing force across the country and second best in relation to the average number of days taken to finalise complaints. The Commissioner noted that this is a statistical measure rather than a qualitative or cultural measure and that the statutory complaints process arrangements allow for measures such as the 'right to appeal'.

Duration of meeting: Part One of the meeting commenced at 11.00 and finished at 13:30, the meeting then moved to Part two.