

NOTES OF THE SCRUTINY BOARD HELD ON 08 AUGUST 2018 IN CR8, CHESHIRE CONSTABULARY HEADQUARTERS, CLEMONDS HEY, WINSFORD, CW7 2UA.

Present: D Keane, Police & Crime Commissioner
J McCormick, Acting Chief Constable

Office of the Police & Crime Commissioner

P Astley, Chief of Staff
M Walton, Governance Officer
E Allison, Performance Analyst

Cheshire Constabulary

D Martland, Acting Deputy Chief Constable
K Cain, Corporate Research & Analysis Manager

Four members of the public were also present to observe the meeting.

The Commissioner welcomed the four members of the public present and explained that he wished to discuss with the Acting Chief Constable a number of issues, some of which had been raised at the recent Police and Crime Panel as well as meetings with local town and parish councils. This approach would ensure that concerns direct from the public were discussed with the Acting Chief Constable and answers provided.

1. NOTES FROM 09 MAY 2018 MEETING

1.1 The notes from the meeting on 09 May 2018 were noted and approved.

2. POLICE & CRIME PLAN: PERFORMANCE REPORT

- 2.1 The Acting Chief Constable provided a verbal update in relation to recent operations and explained there had been a significant increase in demand over recent weeks, mainly due to the hot weather and events such as the Royal visit and Macclesfield Pride. The Acting Chief Constable stated that the Constabulary had received in excess of 28,000 101 calls in both June and July. Furthermore, during the same period, the Constabulary had received in excess of 450 999 calls within a 24 hour period on 16 separate days which equated to New Year's Eve levels.
- 2.2 The Acting Chief Constable highlighted the recent success of Operation Mantaline and the seizure of a large quantity of class A drugs with an estimated street value of approximately £20million. The Acting Chief Constable explained this is the largest seizure in Cheshire's history and although the investigation was in the early stages, this will inevitably disrupt the illegal organised crime groups preying on the most vulnerable people in our communities and across the North West. In addition, it was confirmed that PCSOs are now delivering surgeries in all 122 communities.
- 2.3 The Commissioner thanked the Acting Chief Constable for the update and stated that there are numerous issues he wished to discuss at the meeting that are linked with the update provided. That said, the Commissioner applauded the tremendous amount of work undertaken by officers and explained his pride in the Constabulary given the significant increase in demand and ongoing challenges in relation to resourcing. The Commissioner acknowledged the reality that there are, in times of austerity, times where demand will outstrip supply but the Constabulary will continue to provide the best service possible to local residents. The Commissioner also cited recent examples of some Chief Constables across the country explaining that there are times when forces are struggling to cope with the level of demand.

- 2.4 The Commissioner expressed his growing concerns in relation to 101 and explained that his office had received numerous e-mails, some of which from local MPs, expressing dissatisfaction due to waiting times with examples of up to 60 minute wait times for calls to be answered. There is a suggestion that this is adversely impacting the volume of 999 calls received and greater clarification is required with regard to 'what is a police issue'. The Acting Chief Constable outlined some of the issues including technical challenges and the increase in the volume of calls, but that performance was improving. She also stated that many calls coming through 101 are often not police related and she was seeking through a communications campaign to provide better public information and signposting through the website. The Commissioner raised concerns that the roles and responsibilities of different agencies was not clear and, as an example, he suggested that noise nuisance could be viewed as a dual responsibility for police and councils and it is unacceptable for the Constabulary to adopt a blanket policy not to respond, particularly out of hours, as continuous loud music could be considered ASB and could quickly escalate into criminal offences. The Commissioner suggested, therefore, a joined up communications message from the Constabulary and local councils should be provided.
- 2.5 The Acting Chief Constable stated that the new Saab command and control system is now operational which incorporates 25 systems including telephone into one system. It was acknowledged that there has been some technical issues that have impacted call performance, some of which the Acting Chief Constable confirmed she was not happy with, and that some complaints had been tracked with some genuine long waits for calls to be answered. The Acting Chief Constable stressed that 999 calls will always be the priority and such calls are answered on average within ten seconds. There is also a facility for 101 calls to be fast tracked to 999 and appropriate resources deployed immediately. The Acting Chief Constable explained that the Constabulary was not the enforcement agent for noise but confirmed PCSOs would attend at a later date.
- 2.6 The Acting Chief Constable explained that there are occasions when the Constabulary has to answer 999 calls from other forces across the country which does impact wait times but she agreed that she had not been happy with the waiting times for non-urgent calls. During the difficult period, call takers had been advising the public of waiting times to manage expectations and offer a different service such as calling back or going on line to the new portal. The Constabulary has introduced a dedicated crime recording line (crime reference number only) and a new online portal to provide victims with updates on investigations. The Acting Chief Constable acknowledged that there was a six week period where wait times had increased but improvements have since been made and last week there was an average wait time of three minutes for 101 calls to be answered.
- 2.7 The Commissioner agreed that 999 calls will always be a priority and although he accepted much of the explanation provided by the Acting Chief Constable, he explained that he intended to hold a separate meeting in relation to 101 data given the level of correspondence received from local MPs and residents.
- 2.8 The Acting Chief Constable suggested the Constabulary must manage public expectations in relation to 101 but there is always likely to be longer waiting times between 4pm and 7pm until the Constabulary moves to a national on line service in the middle of 2019. The 101 service remains a national issue but the Acting Chief Constable accepted that there is a reputational legacy. The Commissioner reiterated his concern in relation to the 15p cost to call 101 and stated that given it is a national issue, now is the time for a review of the 101 service. The Commissioner also stated that the promotion of the online portal must improve with a clear strategy to deliver clear and consistent messages in relation to the role of 101. The Commissioner explained that a new Public Contact Strategy is required and this will require OPCC input.
- 2.9 The Commissioner raised concerns that data in relation to response times was not presented in the performance report and, therefore, current response times are unknown. The Corporate Research & Analysis Manager confirmed that due to changes with Saab and analytical tools, performance data is currently unavailable but the Data Delivery Team continues to have oversight of day-to-day response times. The Commissioner stressed this is an essential measure within the performance report and he is unable to scrutinise current performance, a statutory responsibility of

his role. The Acting Chief Constable confirmed there is daily oversight of response times and such data will be provided to the Commissioner once available. The Acting Chief Constable also confirmed that this data will also be presented in the performance report presented at the November Scrutiny Board and the Commissioner welcomed the assurance that this data will be provided in due course.

- 2.10 The Commissioner requested an update in relation to the revised performance indicator that will detail PCSO time within the community. The Acting Chief Constable explained that this is in the initial development phase but confirmed this is a priority with data currently being collected and will be presented as soon as possible within the performance report.
- 2.11 The Commissioner commended the Constabulary for the continued high public satisfaction and suggested that the increased visibility of PCSOs within local communities will hopefully reinforce public perception. The Acting Chief Constable agreed with the Commissioner and explained that public perception remains strong with Cheshire ranked 5th nationally, second within its MSG and top within the North West region. The Commissioner requested that comparative data for public perception is included within future performance reports.
- 2.12 The Commissioner reiterated his desire to see an increase in PCSO time within the community. The Acting Chief Constable explained that PCSOs will provide increased visibility in communities via weekly surgeries, TruCam activity, school visits, street a week and increasing sign up for 'Cheshire Alert'. In addition, each of the 122 communities will have a dedicated twitter account that will highlight PCSO activity, current issues and provide additional opportunities for local residents to engage with their PCSO. The Commissioner raised recent feedback that PCSOs were under the impression that they were unable to cross over into neighbouring communities when required. The Acting Chief Constable explained this had been discussed with local Chief Inspectors and that PCSOs had been reassured that they are able to migrate into neighbouring communities when there is an operational need. The Commissioner welcomed this approach and applauded the ongoing work and energy of the Constabulary in relation to the PCSO per community offer.
- 2.13 The Commissioner recognised the significant work undertaken in relation to stop search but expressed concern that 5.5% of stop searches in the previous 12 months (114) have no outcome collected and enquired whether this is an admin failure or whether additional training is required. The Acting Chief Constable acknowledged such concern and stated that the Public Encounters Group had also been tasked with scrutinising such records with an action to ensure all stop search records have an outcome recorded. The Commissioner stressed that given the sensitivities in relation to stop search, this could undermine public confidence so there must be a greater effort to ensure openness and transparency within a public forum. The Commissioner requested a briefing in relation to the work of the Public Encounters Group and, in particular, an explanation of the action taken to address the records where the outcome is not recorded.
- 2.14 The Commissioner explained that whilst victim satisfaction remains largely stable, there is a lack of national comparators within the performance report. The Commissioner suggested that a lack of satisfaction appears to emanate from keeping the victim updated and, therefore, further improvements in communication are required. The Acting Chief Constable stated that no national comparator data is available as there is no requirement for forces to collect such data. The Commissioner sought clarification as to why the Constabulary continues to collect such data if there is not a Home Office requirement to report such data. The Acting Chief Constable stated that Saab provides an efficient method of surveying victims of crime and actions taken by the Constabulary can directly link to victim satisfaction.
- 2.15 The Chief of Staff applauded the high level of domestic burglary victims satisfied (94%) but the sample size would appear small given the 6% confidence interval. The Corporate Research & Analysis Manager confirmed that the figures are statistically significant and although the sample size is calculated via the Home Office calculator and dependent on the volume of crimes, the Constabulary can boost the sample size as and when required. The Commissioner requested that the volume of crimes and sample size in relation to victim satisfaction is added to the performance report.

- 2.16 The Commissioner applauded the ongoing focus of the Constabulary in relation to vulnerability as well as the reduction in the number of mental health custody detentions and overnight juvenile detentions. The Acting Chief Constable confirmed that the Constabulary continues to discuss the issue of alternative accommodation with partners and the Constabulary continues to review voluntary attendance as well as the decision making process. The Acting Chief Constable highlighted the withdrawal of health and local authority services resulting in no secure accommodation across Cheshire. The Commissioner recognised the lack of secure accommodation and suggested that given the numbers involved, it does justify specific facilities within Cheshire.
- 2.17 The Commissioner expressed concerns in relation to the 43.3% increase in the number of CSA recorded crimes, although he acknowledged that there had been a specific focus on CSA and the Constabulary had provided an in depth report at the March Scrutiny Board. The Acting Chief Constable explained that the differences between CSE and CSA were highlighted in the report and the increase in recorded CSA was a result of improvements to CDI and the volume of reported 'sexting' incidents. The Commissioner enquired whether the apparent hotspot within Runcorn was a number of connected cases or a single perpetrator. The Acting Chief Constable stated it was small numbers and is presented per 1,000 population but agreed to investigate further and provide a briefing to the Commissioner.
- 2.18 The Commissioner noted the increase in domestic violence with injury and enquired whether this increase can be attributed to the recent hot weather, world cup or, as anecdotal evidence would suggest, an increase in confidence to report. The Acting Chief Constable confirmed that the recent hot weather and the world cup did have an impact and there appears to be an increased confidence to report. In addition, improvements to CDI (use of DA flags), increased awareness of officers following safer lives training, the pan Cheshire domestic abuse campaign and Operation Enhance have all contributed to an increase in reported domestic abuse.
- 2.19 The Chief of Staff stated that given the upward trend, at what point is a review of domestic abuse required? The Acting Chief Constable stated that there is research currently being undertaken in relation to the significant increase in outcome 16 and within Cheshire, there is a real focus to try to understand why victims do not support police action. There are ongoing discussions with regard to ensuring a specialist response team is the first point of contact for a victim following a report of domestic abuse and there is potential to build this into budget planning later this year. The Commissioner welcomed the idea of a specialist response team given the importance of initial contact with the victim but suggested there is a long way to go to capture all domestic abuse, particularly as on average, a person will be the victim of domestic abuse of 34 separate occasions before reporting.
- 2.20 The Acting Chief Constable stressed that the traditional solved rates (outcomes one to eight) are not always appropriate for victims and the challenge is to understand the complex issues within the relationship to ascertain the most appropriate outcome for the victim, perpetrator and in some instances, the family. Perpetrator programmes remain key to preventing reoffending but domestic abuse is now a volume crime. The Acting Chief Constable reassured the Commissioner that there is no clear link between incidents closed via outcome 16 and reoffending within Cheshire.
- 2.21 The Commissioner expressed concerns in relation to the significant increase in recorded rape offences (59.8%) and the 4.9pp decrease in the number of rape offences 'solved'. The Commissioner explained that with less than one in ten rape offences now 'solved' (via outcomes one to eight), there is unlikely to be a high level of public confidence to report rape offences. The Acting Chief Constable acknowledged such concerns but stated that there has been a genuine increase in the number of reported historical rape offences with less evidential opportunity to 'solve'. Improvements to CDI have resulted in an increase in the number of recorded rape offences via case conferences and the current workload in the system has not only increased the timeliness of investigations, but also impacted upon the 'solved' rate. The Acting Deputy Chief Constable stated that there has been an increase in historical reporting, male reporting and domestic related reporting.

- 2.22 The Chief of Staff sought assurance in relation to disclosure. The Acting Chief Constable confirmed that all existing rape investigations have been reviewed and no issues in relation to disclosure have been identified. The Acting Chief Constable confirmed that the national action plan was ongoing and all officers will be provided with additional training to ensure supporting the victim remains a key priority.
- 2.23 The Commissioner enquired what the Constabulary was doing in relation to prevention, particularly given technological advances and people meeting via social media. The Acting Chief Constable stated there continues to be very few stranger rapes within Cheshire, with an association or relationship evident within many offences. The Constabulary continues to implement seasonal campaigns and offer health and relationship advice within schools. The Commissioner requested national comparators in relation to rape 'solved' rates are included in future performance reports.
- 2.24 Given the increase in the recorded number of hate crimes (12.4%), the Commissioner explained that the Office of the Police and Crime Commissioner will undertake a survey in relation to hate crime and support for victims at forthcoming events. The Acting Chief Constable explained that hate crime remains a priority for the Constabulary and the Hate Crime Scrutiny Panel continues to review the response and timeliness to provide independent scrutiny. The Constabulary is currently reviewing the recommendations from the national inspection report that, although not Cheshire specific, has a number of recommendations. The Constabulary continues to support third party reporting centres but given the increases in cyber related hate crimes, there remains ongoing work for the Constabulary in this complex area.
- 2.25 The Commissioner stated he wished to have greater focus in the area of serious and organised crime in the future and applauded the recent drugs seizure. Nevertheless, the Commissioner recognised the potential impacts a seizure of this magnitude will have within local communities across Cheshire and enquired what action the Constabulary had undertaken with partners to ensure the wider implications of taking such a large haul of drugs out of circulation are addressed. The Acting Chief Constable explained that removing such a large quantity of drugs from the streets may have an impact on GP surgeries, hospitals and health support agencies and the Constabulary continues to liaise with partner agencies to minimise this potential impact. The Commissioner welcomed this meeting and suggested there is a real opportunity to work with partners to support individual needs.
- 2.26 The Commissioner expressed his disappointment at the apparent reduction in enforcement activity in relation to speed and the use of devices given his commitment to improving road safety and requested inclusion of the number of hours PCSO TruCam speed enforcement is added to future performance reports. The Commissioner welcomed the 8.4% reduction in the number of KSI collisions but suggested this is not a simple marker of success. The Acting Chief Constable stated that enforcement activity is ongoing and the Constabulary is participating in a national week of action (Operation Buffer) in relation to speed enforcement. It was suggested that given the increase in demand in recent months, there has been a reduction in Roads Policing capacity due to the requirement to support response officers. The Acting Chief Constable stated that the current force policy of a mandatory six penalty points was under review to assess whether an option of a driver improvement course may provide greater flexibility, particularly to young drivers, who currently would be disqualified as a result.
- 2.27 The Commissioner expressed his expectation that there is enforcement activity when drivers are either speeding or using a device and stated he was concerned that words of advice is not currently recorded by the Constabulary. The Acting Chief Constable stated that the Constabulary remains focused on road safety and reassured the Commissioner that this will continue with additional capability as and when required. The Commissioner recognises the importance of officer discretion and expressed concern that a blanket policy of 'words of advice' rather than prosecution may not be appropriate.

ACTIONS:

- 2018/20: Where available, comparative data (national and MSG) for public perception is to be added to the performance report.
- 2018/21: The Commissioner is to be provided with a briefing in relation to the work of the Public Encounters Group and, in particular, an explanation of the action taken to address the records where the outcome is not recorded (5.5% of cases).
- 2018/22: The volume of crimes and sample size in relation to victim satisfaction is to be added to the performance report.
- 2018/23: The Commissioner is to be provided with a briefing in relation to the level of recorded CSA per 1,000 population within Runcorn.
- 2018/24: National comparative data in relation to: i) number of recorded rape offences; ii) % increases in number of recorded rape offences; and iii) CPS convictions is to be added to the performance report.
- 2018/25: Further breakdown of hate crime types is to be added to the performance report.
- 2018/26: A heat map for hate crime is to be added to the performance report.
- 2018/27: The Commissioner is to be provided with a briefing in relation to Constabulary activity and outcome with regard to Operation Buffer, the European-wide TISPOL speed enforcement operation between Monday 6 August and Monday 13 August.
- 2018/28: The Commissioner is to be provided with a briefing following the Constabulary's review of enforcement activity in relation to the use of mobile phones (introduced March 2017) and whether the constabulary intends to introduce driver improvement courses as opposed to six penalty points and £200 fines.
- 2018/29: The number of hours PCSO TruCam speed enforcement is to be added to the performance report.

3. THEMATIC: SUPPORT VICTIMS AND PROTECT VULNERABLE PEOPLE

3.1 The Acting Chief Constable provided an overview of the thematic including the following highlights:

- Launch of the integrated anti-stalking unit to protect victims of stalking and manage perpetrators (paragraph 15);
- The increase in 'sextortion' - targeting people who access pornographic websites (paragraph 16);
- Statistical testing indicates that the increase in recorded child sexual abuse offences and missing children reports are not correlated (paragraph 20);
- Operation Arundel and a 'designated officer' linked to every care home (paragraph 24);
- Support provided to all victims of crime within Cheshire via Cheshire CARES (paragraph 43);
- The Constabulary has become the first in the country to gain the Restorative Service Quality Mark provided by the Restorative Justice Council (paragraph 45); and
- The Constabulary has recently successfully obtained its first Slavery and Trafficking Risk Order (paragraph 50).

3.2 The Commissioner welcomed the thematic report and thanked the Acting Chief Constable for the overview of the report. The Commissioner stated he was pleased to hear there is currently no direct correlation between recorded child sexual abuse offences and missing children reports but enquired that given missing from home children are at higher risk, does Operation Arundel acknowledge this risk. The Acting Chief Constable stated that all missing from home are risk assessed and Operation Arundel maximises the opportunities to develop and share intelligence in order to safeguard and protect you people at risk of harm. Missing from Home / CSE coordinators

are located within each Local Authority area and are aligned to the respective Public Protection Unit for joint oversight. The Commissioner stated this was reassuring and applauded the ongoing work of Operation Arundel.

3.3 The Chief of Staff highlighted the vulnerability of ex-servicemen and women and enquired what work is being undertaken by the Constabulary. The Acting Chief Constable confirmed there is a military covenant in place that is linked to mental health and alcohol abuse. Project Nova supports veterans who enter police custody and undertakes a needs assessment for each individual, providing specialist support from a network of military charities and organisations. The Commissioner applauded the scheme and enquired whether this is a mandatory referral by custody staff. The Acting Chief Constable confirmed this is consensual but consistent across Cheshire, with all persons asked within the booking in process.

4. PRESENTATION FROM THE ACTING CHIEF CONSTABLE ON CRIME STATISTICS FOR CHESHIRE

4.1 The Acting Chief Constable presented a PowerPoint presentation following the ONS bulletin published on 19 July 2018 in relation to Crime in England and Wales covering the 12 months to March 2018.



(4) CC Presentation
Crime Statistics for Ch

4.2 The Acting Chief Constable stated between April 2017 and March 2018, only one force area saw a reduction in recorded offences. Recorded crime within Cheshire increased by 32.9% during the same period, but it is important to understand that certain crime types have been impacted by improvements to crime recording processes. That said, the Acting Chief Constable acknowledge that there had been some genuine increases in some crime types and this followed the national trend.

4.3 The Acting Chief Constable stated that there had been continuous scrutiny from the Commissioner and the Constabulary continues to gain a clear level of understanding in relation to some of the genuine increases. Limited resources continues to impact levels of crime and the Acting Chief Constable highlighted that, for example, some forces are no longer investigating shoplifting offences.

4.4 The Commissioner thanked the Acting Chief Constable for the presentation and stated that whilst it is reassuring that some increases in crime can be attributed to improvements to crime recording processes, there are some crime type increases that cannot be ignored. The Acting Chief Constable stated that the Constabulary will continue to do everything possible to reduce the number of victims of any crime with the aim of ensuring safer communities throughout Cheshire.

5. CRIME DATA INTEGRITY PROGRESS REPORT

5.1 The Commissioner requested that the Acting Chief Constable provide an update with regard to the CDI action plan instigated following the 2017 HMIC inspection and progress to date.

5.2 The Acting Deputy Chief Constable stated that significant work in relation to CDI is ongoing and provided the Commissioner with reassurance that significant progress has been made by the Constabulary to improve its crime recording accuracy since the 2017 report.

5.3 The Acting Deputy Chief Constable confirmed that HMICFRS commenced the audit phase of the Tier 2 CDI re-inspection on 21 May 2018 and completed a further three days of fieldwork which was concluded on 21 June 2018. The Acting Deputy Chief Constable stated that it is anticipated that the final report will be published in October 2018.

5.4 The Commissioner thanked both the Acting Chief Constable and the Acting Deputy Chief Constable for the huge amount of work completed to date. The Commissioner stated that he felt more assured on the process and progress and welcomes the publication of the Tier 2 final report in October 2018.

6. PEOPLE & HR: PERFORMANCE REPORT

6.1 The Commissioner sought assurances from Acting Chief Constable in relation to current levels of sickness. The Acting Chief Constable stated that sickness within frontline policing remains an issue although Cheshire now has the lowest level of sickness since 2015. The Commissioner questioned the apparent 0.4% reduction in officer sickness and the Acting Chief Constable stated this was a result of a decrease in long term officer sickness. The Commissioner requested a breakdown of long term and short term sickness in future performance reports.

6.2 The Commissioner applauded the ongoing focus with regard to sickness levels and wellbeing but urged the Acting Chief Constable to ensure extra efforts continue to be made in relation to psychological wellbeing. The Commissioner expressed his concern at the levels of long term psychological disorder and discussed the impact this has upon staff personally and their families.

6.3 The Acting Chief Constable acknowledged such concerns and suggested that current workload, the increasing number of officer assaults and, in some instances, out of work pressures are all contributing factors to current levels of long term psychological disorder. The Acting Chief Constable confirmed that there has been a significant increase in the volume of investigations during which time there has been a 6% reduction in the number of officers within Cheshire. The Commissioner acknowledged current challenges and applauded the ongoing efforts of officers. The Acting Chief Constable suggested the launch of the 'people promise' will support the aim of ensuring the force is fit for the future.

ACTIONS:

2018/30 The sickness dashboard within the People and HR Performance Report is to include numbers of long term sickness against short term sickness.

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

7.1 The Commissioner welcomed the inclusion of the report at public scrutiny board as this ensures openness and transparency. The Commissioner discussed the proposed legislative changes and the potential for the OPCC to have greater involvement in the police complaints framework in the future to provide external independence. In the meantime, however, complaints remains a key area of focus for the Commissioner and the OPCC will continue to monitor performance.

7.2 The Commissioner reiterated his desire to see an improvement in the area of incivility and expressed his continued concern that approximately one in five of all allegations (19%) is related to incivility, impoliteness and intolerance. Whilst the Commissioner welcomed the inclusion of national comparators, it is apparent that the Constabulary is above the national average (12%). The Commissioner sought assurance from the Acting Chief Constable that this too is an area of concern for the Constabulary and questioned what work is being done to improve this figure.

7.3 The Acting Chief Constable acknowledged this is an area with work to do but confirmed that legitimacy is a key theme throughout the 'people promise' and expects improvement over the coming months. The Commissioner stated he fully supports this approach and will continue to monitor such performance.

7.4 The Acting Chief Constable stated incivility complaints remained a focus and explained that although the Constabulary is high in percentage terms, there continues to be relatively low numbers and the majority of such complaints are made from offenders. Further scrutiny of the data indicates that a large proportion of such complaints are made against officers from the Taskforce and Crime Car. Officers that are subject to multiple complaints are assigned an action plan and their Sergeant has oversight of this process. The Acting Chief Constable also confirmed that complaints in relation to neglect of duty are often expressions of dissatisfaction from victims who have not been updated on the progress of investigations.

7.5 The Commissioner stated he has concerns in relation to cultural incivility but welcomes the renewed commitment of leadership and culture within the Constabulary. The Commissioner also welcomed the introduction of body worn video for all frontline officers and stated he is interested to see what impact this will have on the volume of incivility complaints. The Acting Chief Constable stressed the importance of values throughout the Constabulary and welcomed the ability for officers to apologise.

ACTIONS:

2018/31 The Commissioner is to be provided with a briefing following the Constabulary's review of incivility, impoliteness and intolerance allegations.

PART 2 - PRIVATE ITEMS

The following matters were considered in private on the grounds that they involved the likely disclosure of exempt information as defined in the Freedom of Information Act 2000 and in accordance with the sections of the Act indicated below:-

<i>Item Section</i>	<i>Section</i>
<i>Action Log</i>	<i>(31) Law Enforcement</i>
<i>Conduct Matters / IOPC Referrals</i>	<i>(40) Personal Information</i>

8. SCRUTINY BOARD ACTION LOG

8.1 The action log was reviewed and updated.

9. CONDUCT MATTERS / IOPC REFERRALS

9.1 The Commissioner considered a report on the number of conduct matters relating to police officers and police staff, and incidents which had been statutorily or voluntarily referred to the Independent Office for Police Conduct. The Commissioner identified that there were no particular trends emerging.

Duration of meeting: The meeting commenced at 10.00 and finished at 13:15.