

SCRUTINY BOARD

Public



DATE Tuesday 9th May 2023

TIME 14:00 – 15:15 Thematic (Part 1)
15:30 – 16:30 Performance against the Police and Crime Plan (Part 2)

VENUE Conference Room 8, Constabulary Headquarters, Clemonds Hey,
Oakmere Road, Winsford, CW7 2UA

Part 1 THEMATIC SESSION

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For further information about this Agenda, please contact Claire Deignan
claire.deignan@cheshire.police.uk or telephone 01606 364014

**NOTES OF THE PUBLIC SCRUTINY BOARD MEETING
HELD ON 18TH JANUARY 2023 IN THE OPCC MEETING ROOM,
CONSTABULARY HEADQUARTERS, WINSFORD.**

Present: Office of the Police & Crime Commissioner
John Dwyer, Police & Crime Commissioner
David McNeillage, Deputy Police & Crime Commissioner
Damon Taylor, Chief Executive

Cheshire Constabulary
Chris Armitt, Deputy Chief Constable
Julie Gill, Assistant Chief Officer
Paul Woods, Head of Planning & Performance
Sergeant Zoe Bowden, Staff Office

Also in attendance
Two members of the public were present

Apologies: Mark Roberts, Chief Constable

1. NOTES OF THE MEETING HELD ON

The minutes from the 23rd August 2022 meeting were AGREED.

3. REVIEW ACTION LOG

It was NOTED that all actions had been achieved and were now closed. These would be removed from future versions of the action log.

4. POLICE AND CRIME PLAN: SUMMARY PERFORMANCE REPORT

The performance data against the objectives contained within the Police and Crime Plan up to and including December 2022 were presented for consideration.

The Commissioner reviewed the comprehensive performance report and raised a number of issues with the Deputy Chief Constable, including the significant increase in the action taken (all crime); the rates for Outcomes 15 & 16; the increase in drug drive arrests; increased use of stop and search; and the static rate of KSI road traffic collisions coupled with the reduction in fatal incidents. The Commissioner also commented on the improved levels of Traffic Offence Reports (TORs) for speed and devices; the level of violent crime and the positive increase for action taken; reduction in domestic abuse offences and the subsequent increase in action taken; significant improvements in action taken for sexual offences; and the levels of hate crime. The Commissioner concluded his review of the performance report by congratulating the Constabulary on the significant improvements in call handling with Grade 1 and Grade 2 calls being responded to within target in 90% and 83% of cases respectively.

In response to the issues raised by the Commissioner, the Deputy Chief Constable reported on the national comparative performance in a number of areas for 'action taken'

including all crime; violence against the person; and sexual offences which showed that Cheshire was currently the top performing force in England and Wales.

The Deputy Chief Constable spoke about the positive work being undertaken to support victims of domestic abuse and the imposition in some cases of ten-year restraining orders for perpetrators, which was resulting in increased confidence, by victims in reporting such incidents. Much of the improved performance involving the Roads Crime Unit was due to a more targeted approach with resources being more intelligence led, but that camera data was not provided as part of this performance report. In terms of the stop and search data, it was commented that the maintaining of the arrest rate following a stop showed that the power was being used effectively, but it was suggested that the Commissioner may also wish to receive data on the 'find' rate during stops which was positive but did not always lead to arrest.

It was reported that there had been a change in the recording requirements for harassment cases which meant that cases were now being treated as one 'ongoing' crime rather than separate crimes, which could reduce the level of crimes being recorded accordingly. The number of violent crimes had been impacted on over the Christmas period by Operation Jingles which was a month local operation focused on the night time economy. It was commented that the ongoing work to address domestic abuse within the Constabulary was having an effect on the behaviour of perpetrators who were now much clearer about the consequences of their behaviour. It was also reported that it was believed that the level of hate crime had fallen following a peak during the Covid lockdown periods when a significant amount of hate crime was carried out online due to reduced social interaction.

The Commissioner concluded this section of the agenda by congratulating the Constabulary on its performance and its continued improvement.

The report was NOTED and the following actions AGREED:

- (1) Data be provided at future meetings on a breakdown of Outcome 15 across Cheshire's MSG
- (2) The 'find rate' resulting from stop & searches be included in future stop & search data alongside arrests
- (3) Data relating to road traffic camera activations be included alongside the RTC data
- (4) Details of Operation Jingles be forwarded to the OPCC

5. PEOPLE STRATEGY: QUARTERLY REPORT

The quarterly data highlighting staffing issues, including recruitment, was considered. The Commissioner congratulated the Constabulary on achieving its uplift target for 2022/23 in relation to new police officers. He queried the apparent shortfall in numbers in the Force Control Centre (FCC). However, it was confirmed that the actual number of staff in the FCC was now at a peak of 219 (FTE 180.9) and that there was added flexibility from the profile of the team which enabled a good coverage of the service across peak times and unsociable hours which appropriately met demand.

The report was NOTED.

6. POLICE AND CRIME MEASURES – QUARTERLY REPORT

The quarterly statement on the performance against the national police and crime measures was presented.

The report was NOTED.

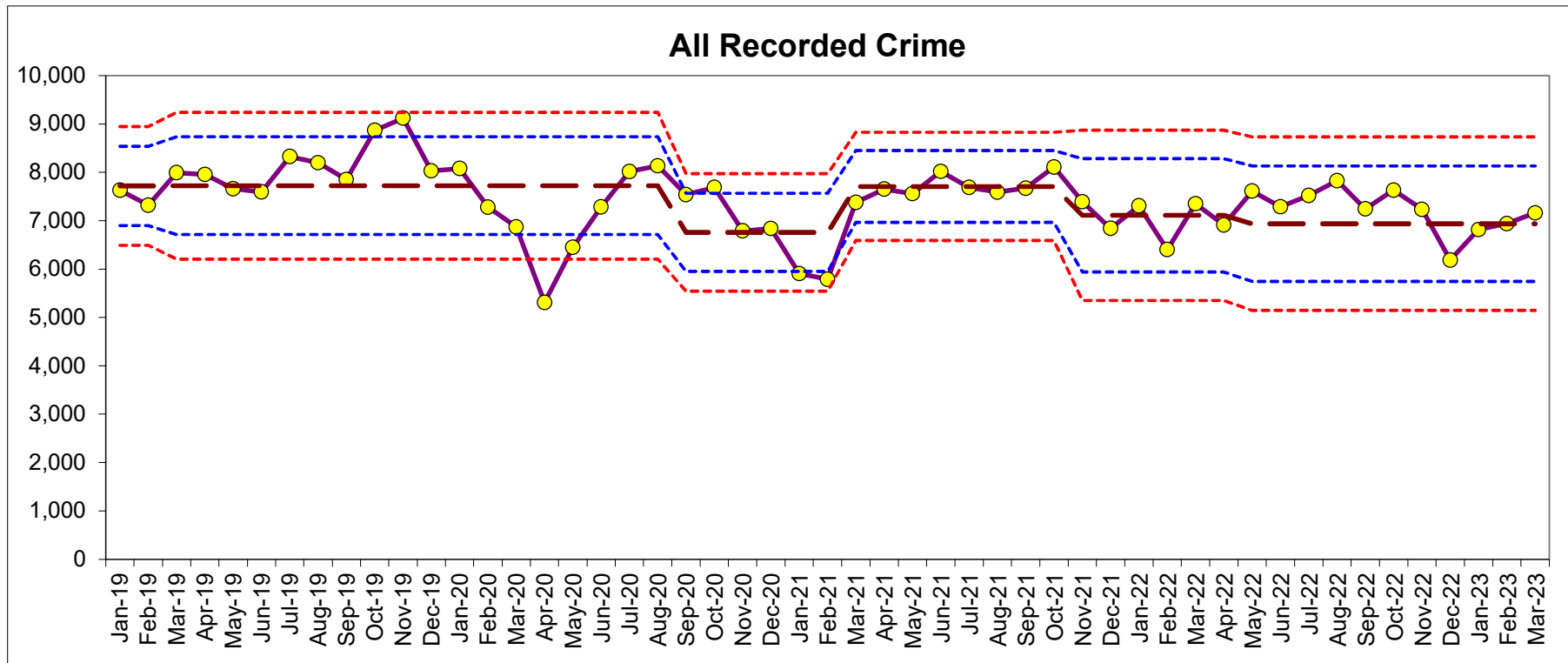
7. COMPLAINTS: QUARTERLY REPORT

The quarterly report providing an overview of the nature, type and frequency of complaints against police officers and staff, was presented. The Commissioner queried the increase in complaints in custody and it was confirmed that this was due to the significant increase in the number of people being arrested who were all afforded the opportunity to make a complaint upon their release.

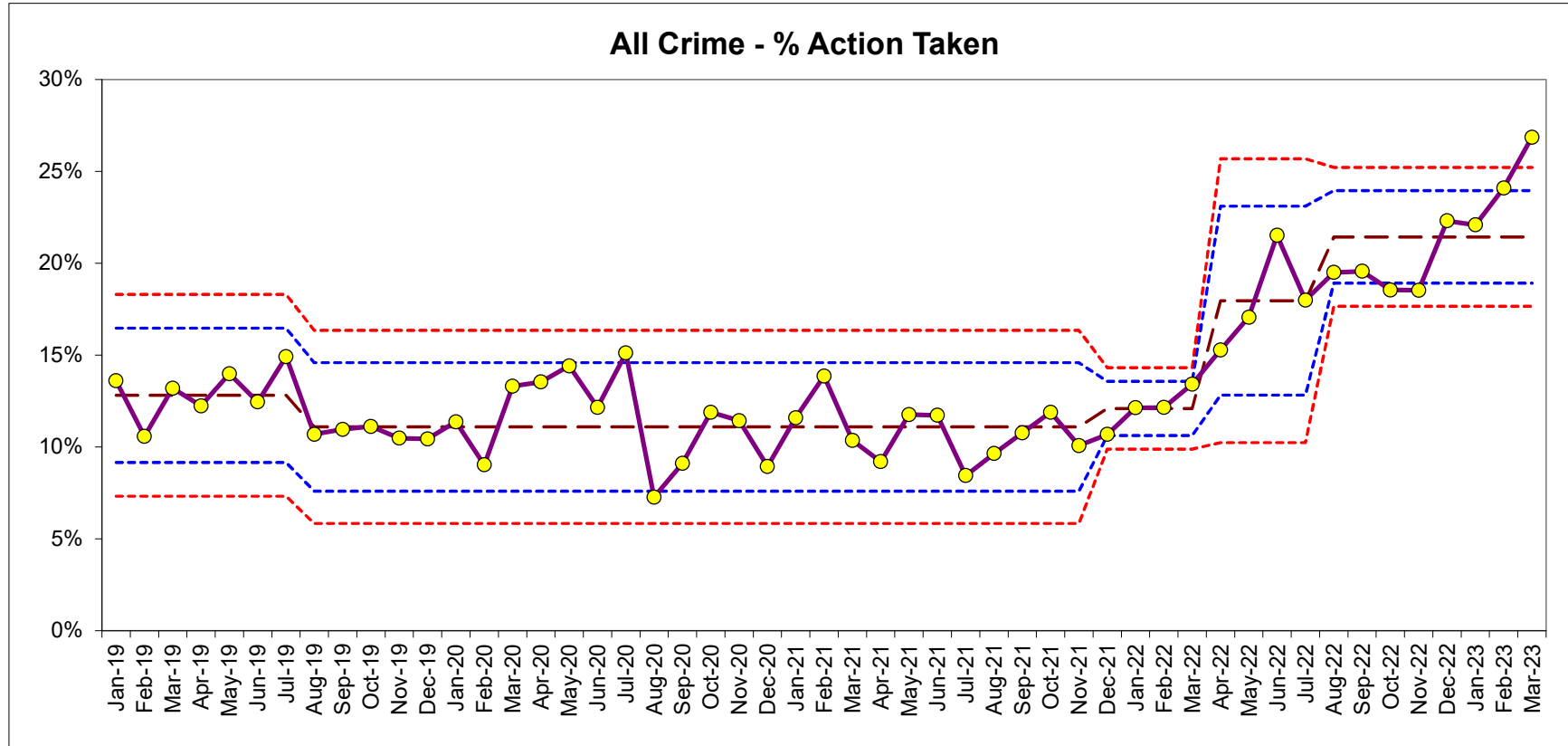
The report was NOTED.

Public Scrutiny Board - Action log 2023 - Part One

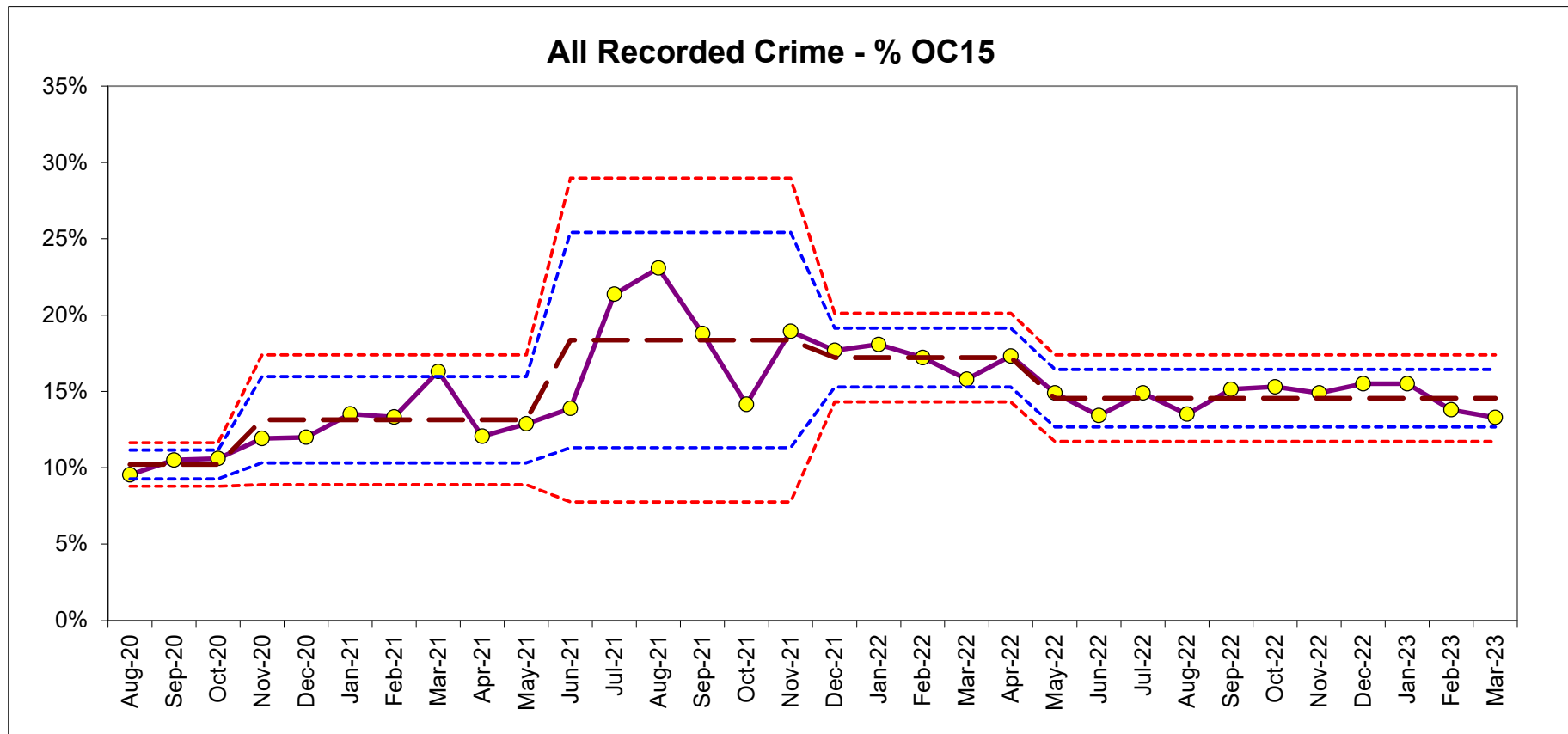
Meeting Date	Action Number	Action	Assigned to	Status	Update / Briefing
18/01/2023	SB/23/01	Data be provided at future meetings on a breakdown of Outcome 15 across Cheshire's MSG	Paul Woods	Open	
18/01/2023	SB/23/02	The 'find rate' resulting from stop & searches be included in future stop & search data alongside arrests	Paul Woods	Open	
18/01/2023	SB/23/03	Data relating to road traffic camera activations be included alongside the RTC data	Paul Woods	Open	
18/01/2023	SB/23/04	Details of Operation Jingles be forwarded to the OPCC	Paul Woods	Open	



	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
Total number of Recorded Crimes	April - March	89,804	86,597	-3.7%	April - March	89,804	86,597	-3.7%	4 out of 8 (4th Highest)

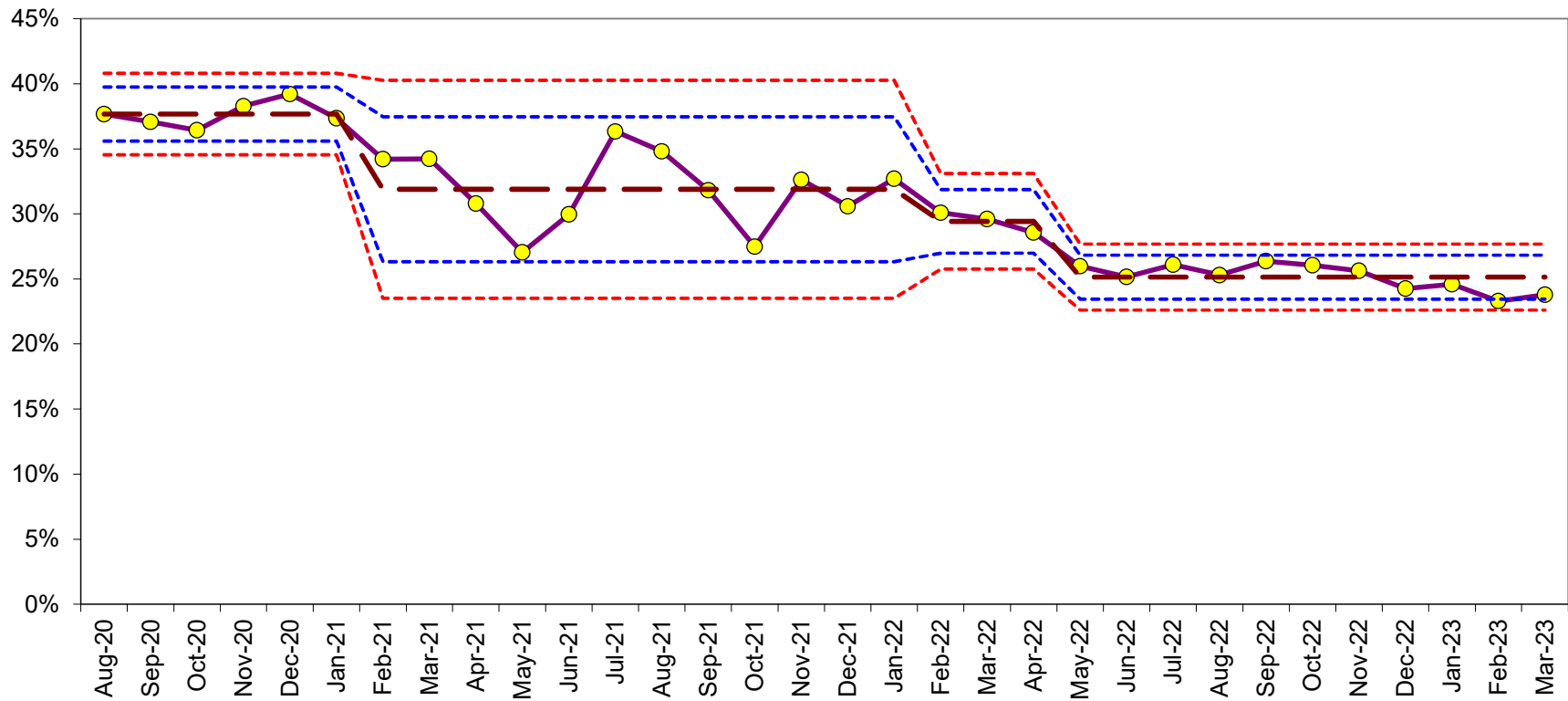


	Rolling 12 month period	Last Year	This Year	PP Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	PP Change This Year Compared to Last Year	MSG Position (Charges)
All Crime Action Taken	April - March	10.2%	20.2%	10.0%	April - March	10.2%	20.2%	10.0%	1st out of 8 (Highest)



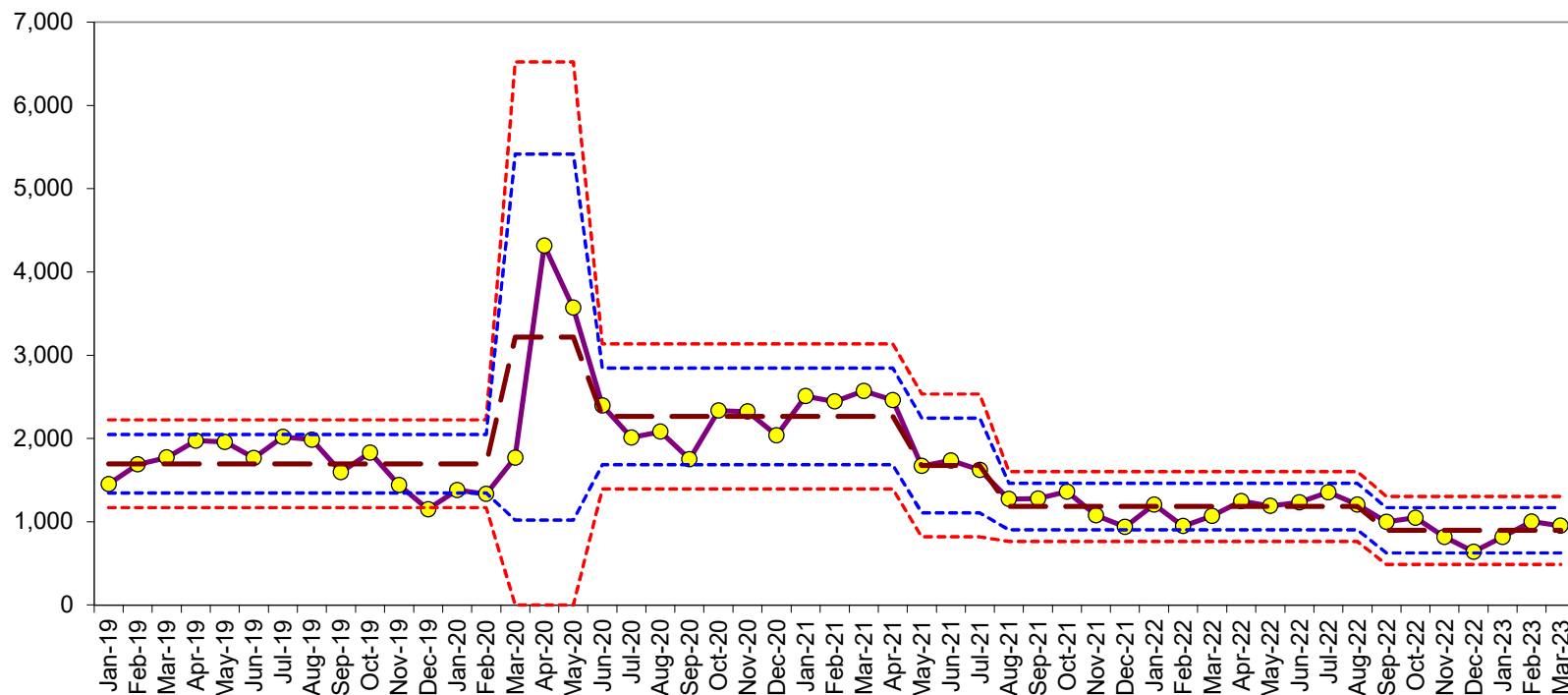
	Rolling 12 month period	Last Year	This Year	PP Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	PP Change This Year Compared to Last Year	MSG Position
All Crime Outcome 15	April - March	17.4%	14.8%	-2.6%	April - March	17.4%	14.8%	-2.60%	2 out of 8 (2nd Highest)

All Recorded Crime - % OC16

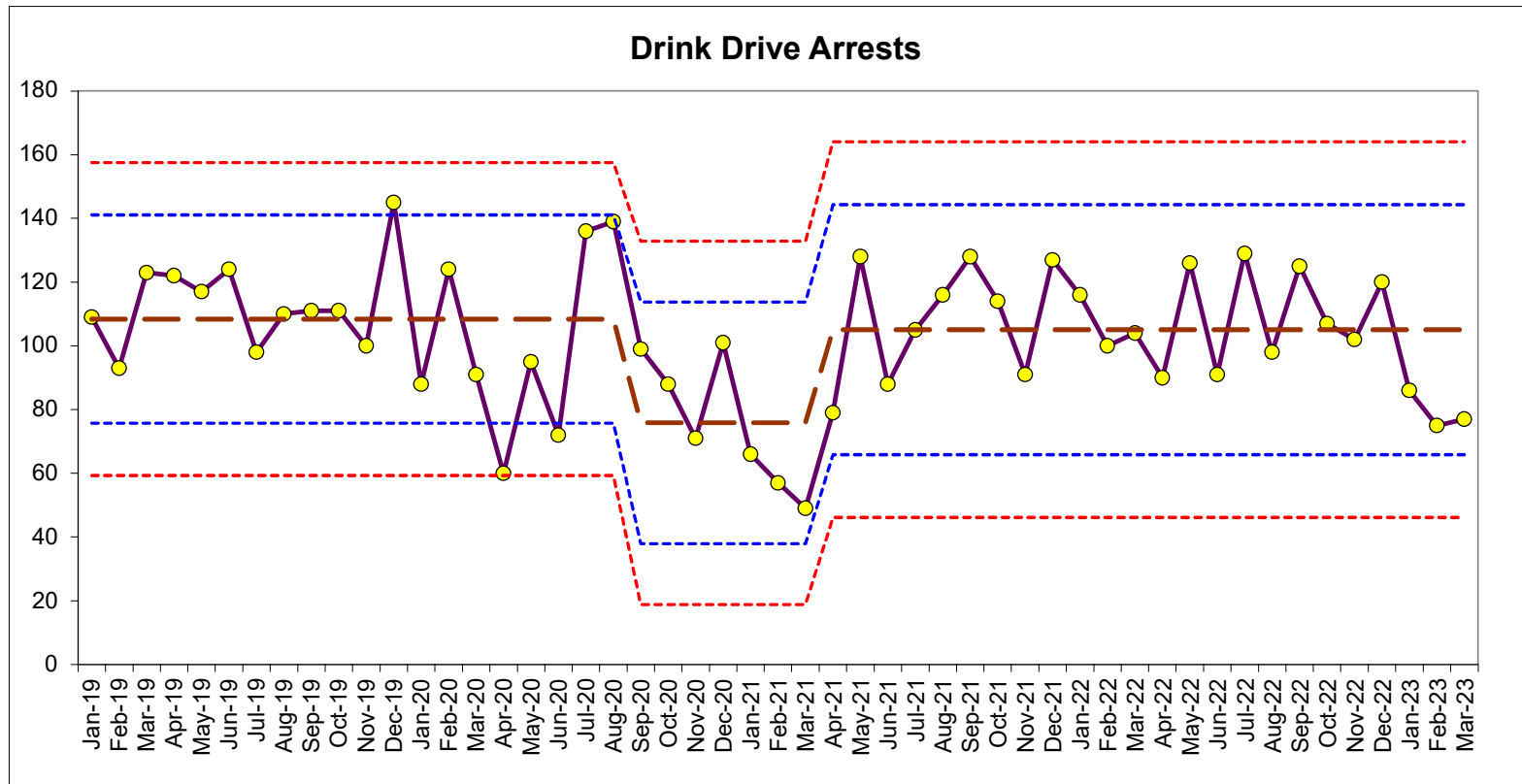


	Rolling 12 month period	Last Year	This Year	PP Change This Year Compared to Last Year	April - December	Last Year	This Year	PP Change This Year Compared to Last Year	MSG Position
All Crime Outcome 16	April - March	31.5%	25.4%	-6.1%	April - March	31.5%	25.4%	-6.1%	1 out of 8 (highest)

Total Number of Anti Social Behaviour Incidents

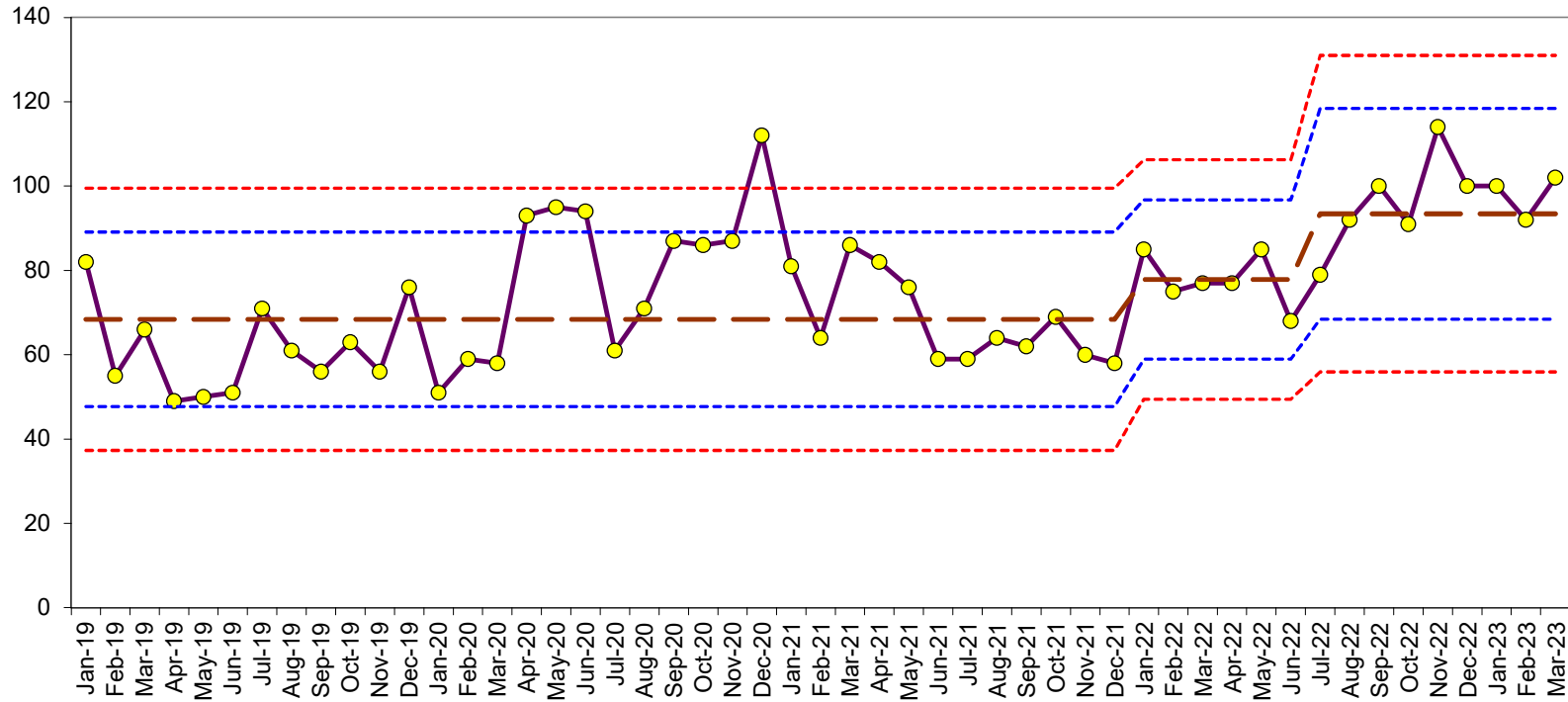


	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
Total number of Anti Social Behaviour Incidents	April - March	16,647	12,609	-32.0%	April - March	16,647	12,609	-32.0%	NA

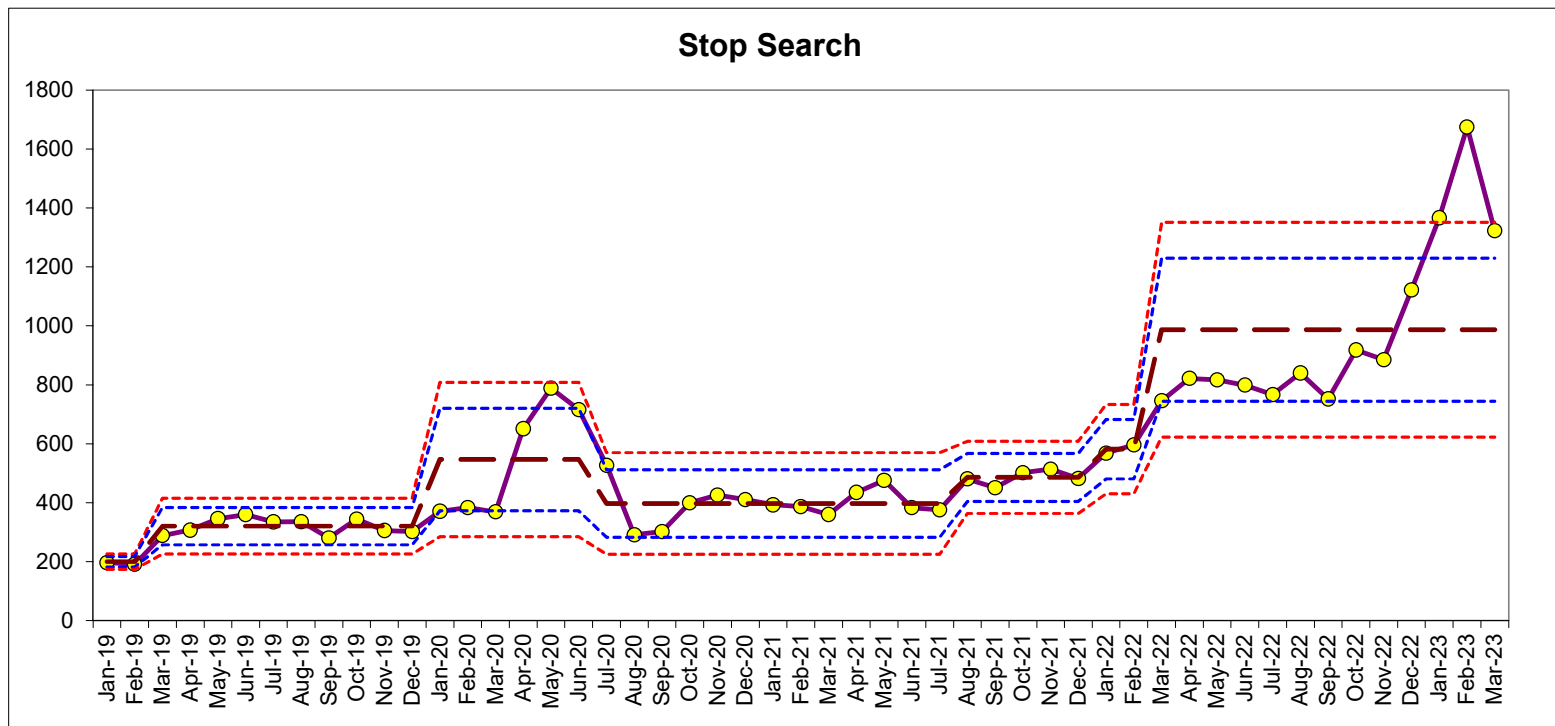


	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
Total number of drink drive arrests	April - March	1,296	1,226	-5.7%	April - March	1,296	1,226	-5.7%	NA

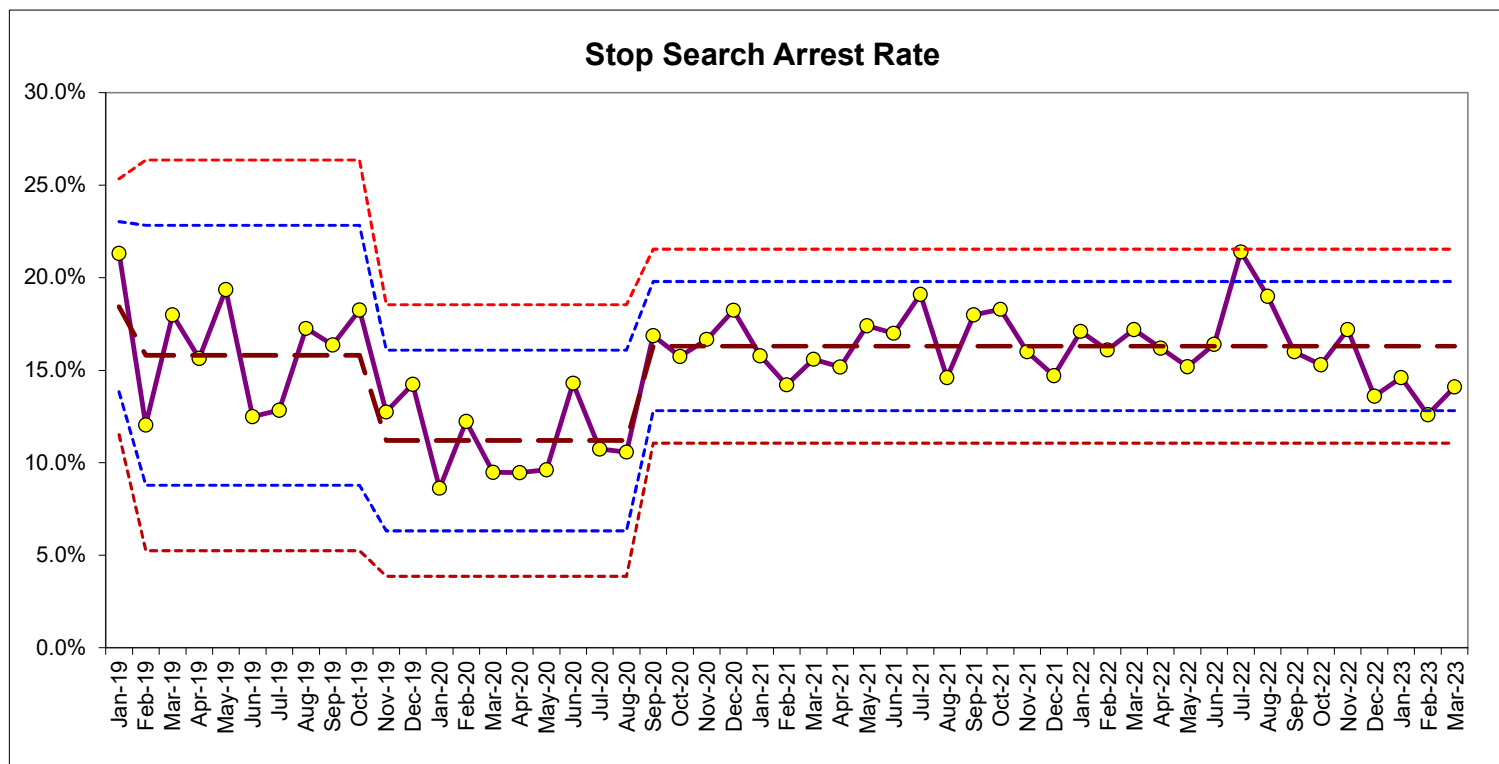
Drug Drive Arrests



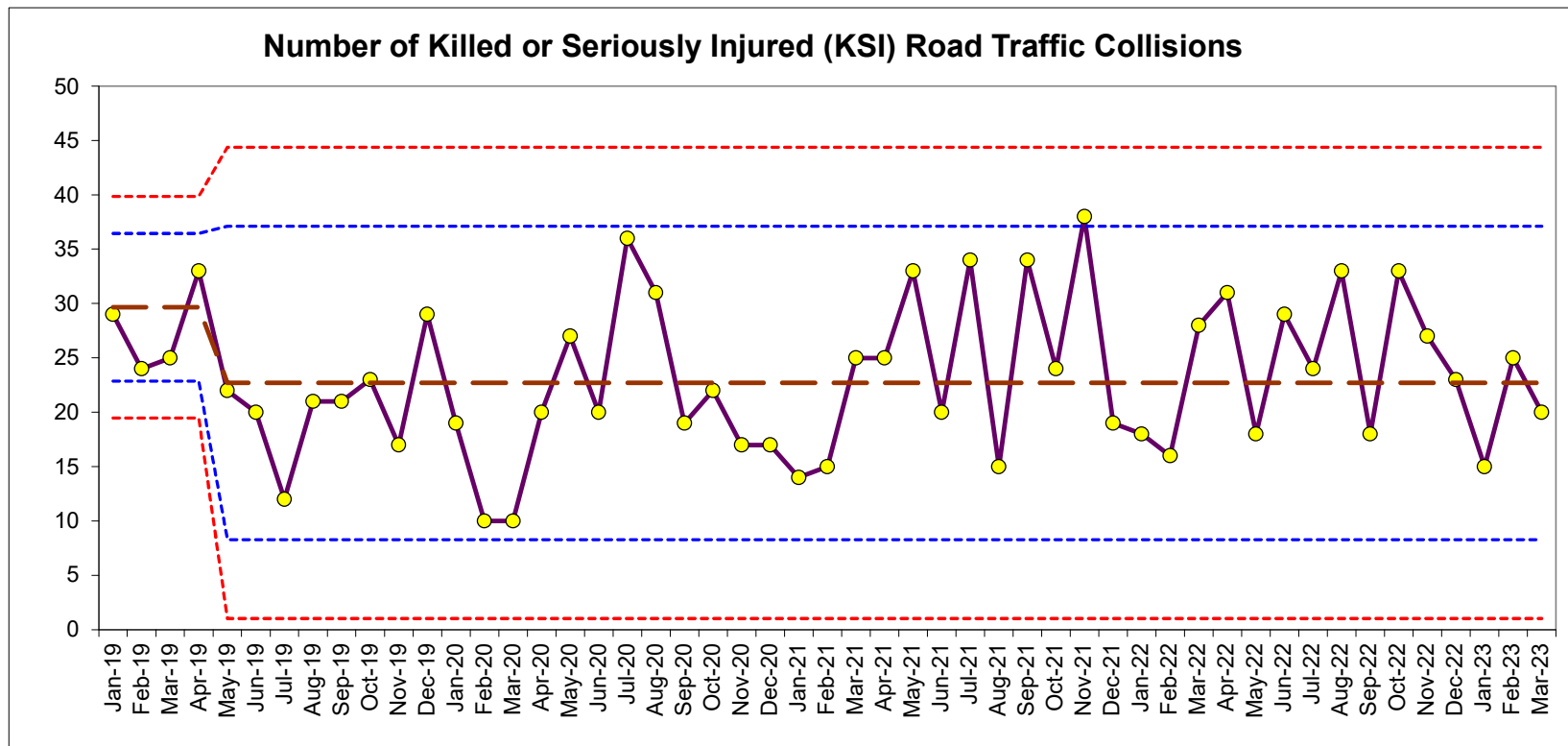
	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
Total number of drug drive arrests	April - March	826	1,071	22.9%	April - March	826	1,071	22.9%	NA



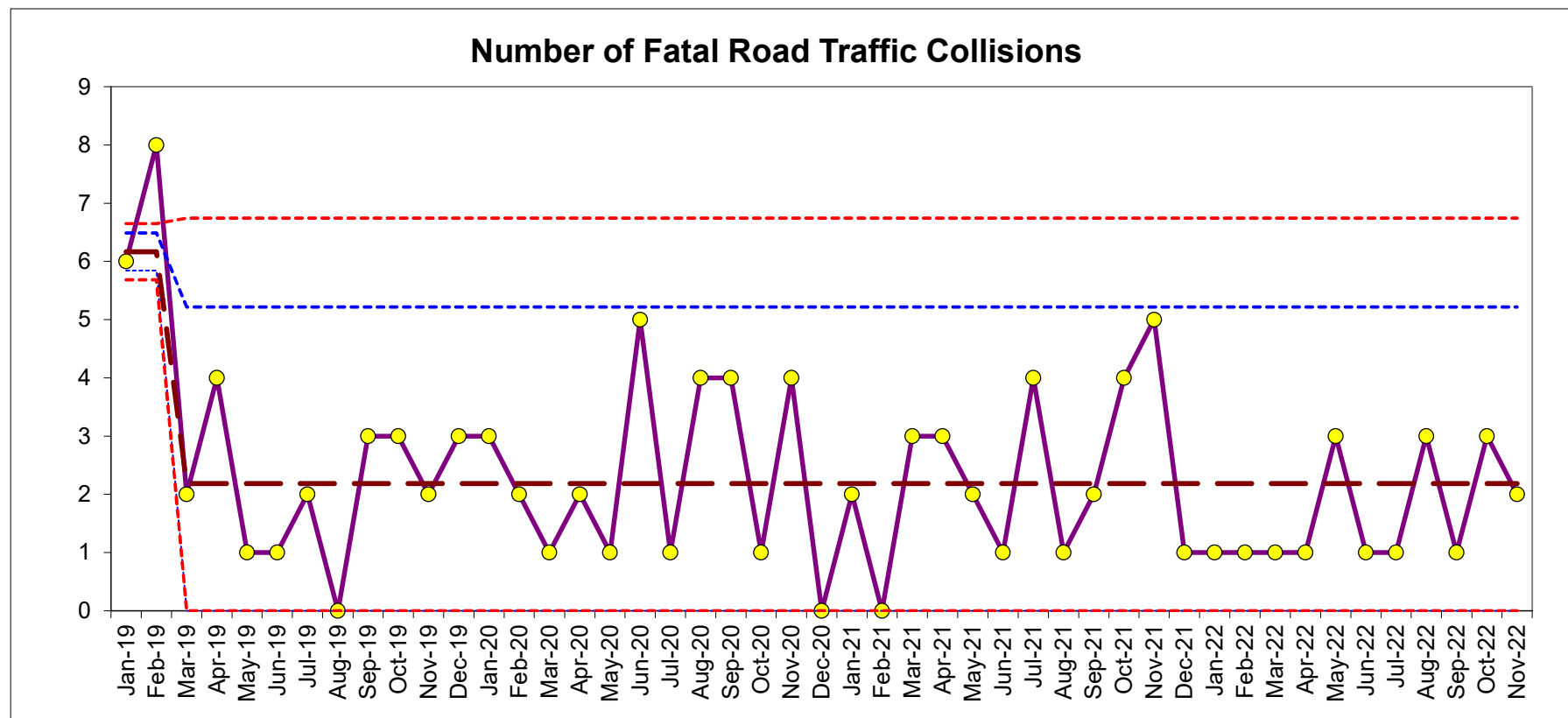
	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
Total number of Stop Searches	April - March	6,010	12,087	50.3%	April - March	6,010	12,087	50.3%	NA



	Rolling 12 month period	Last Year	This Year	PP Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	PP Change This Year Compared to Last Year	MSG Position
Stop Search Arrest Rate	April - March	16.7%	15.5%	-1.2%	April - March	16.7%	15.5%	-1.2%	NA



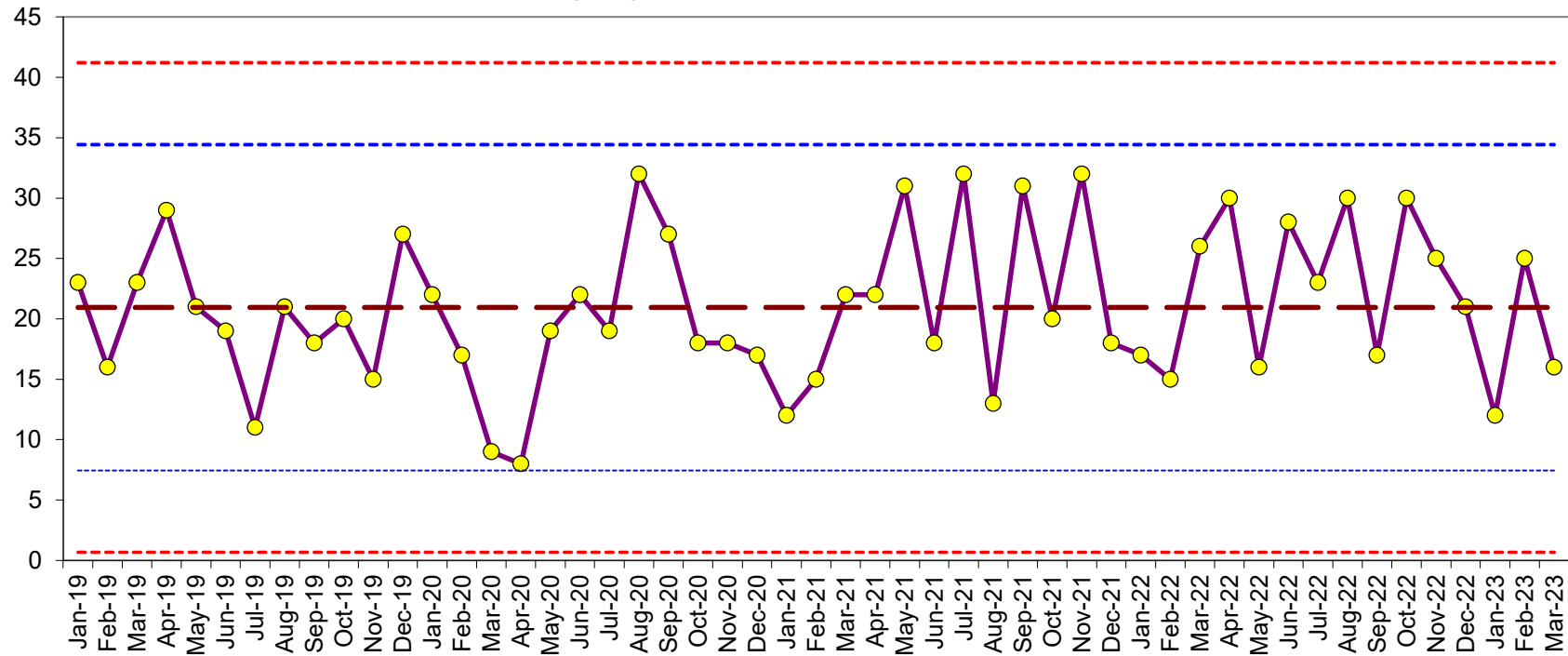
	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
Total number of Killed or Seriously Injured RTCs	April - March	304	296	-2.7%	April - March	304	296	-2.7%	NA



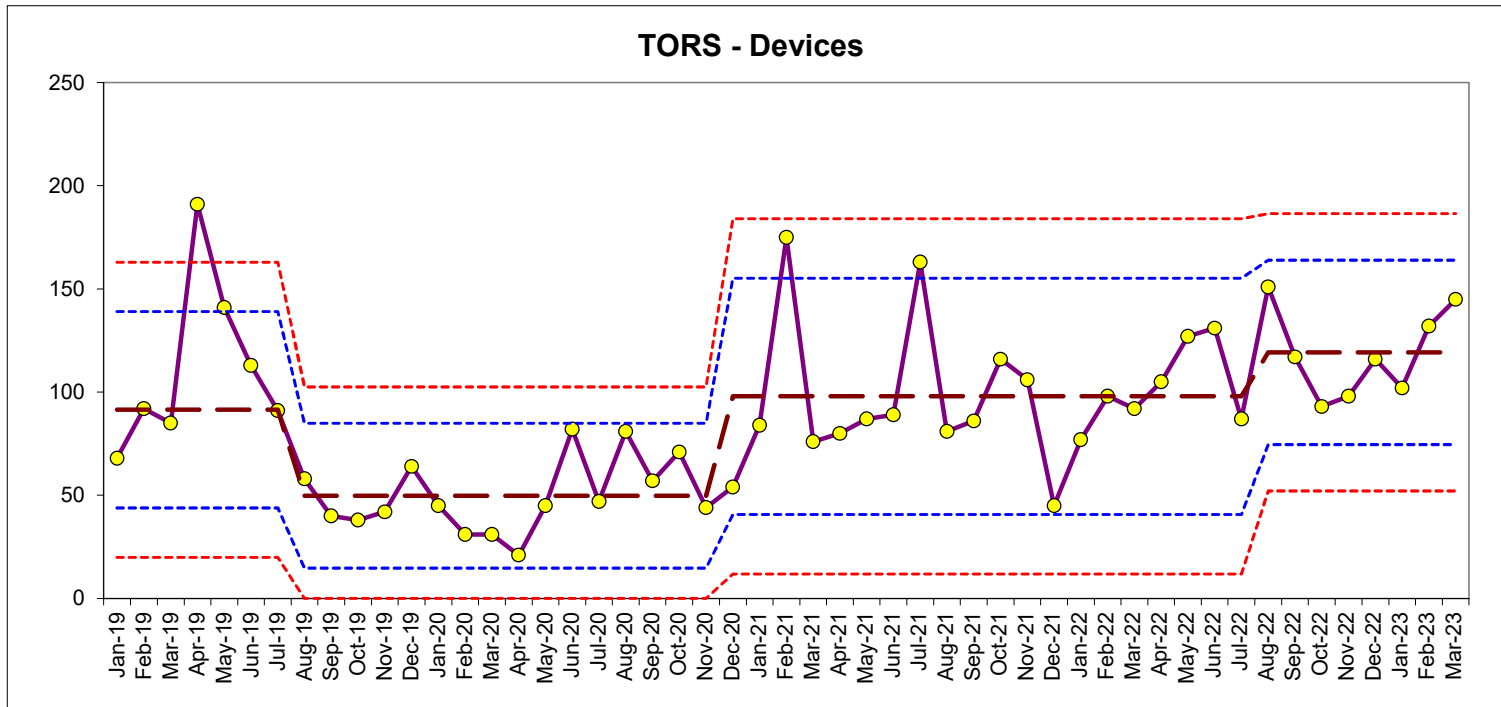
	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
Total number of Fatal RTCs*	April - March	26 (26)	24 (25)	-7.7%	April - March	26 (26)	24 (25)	-7.7%	NA

* number of fatalities in brackets

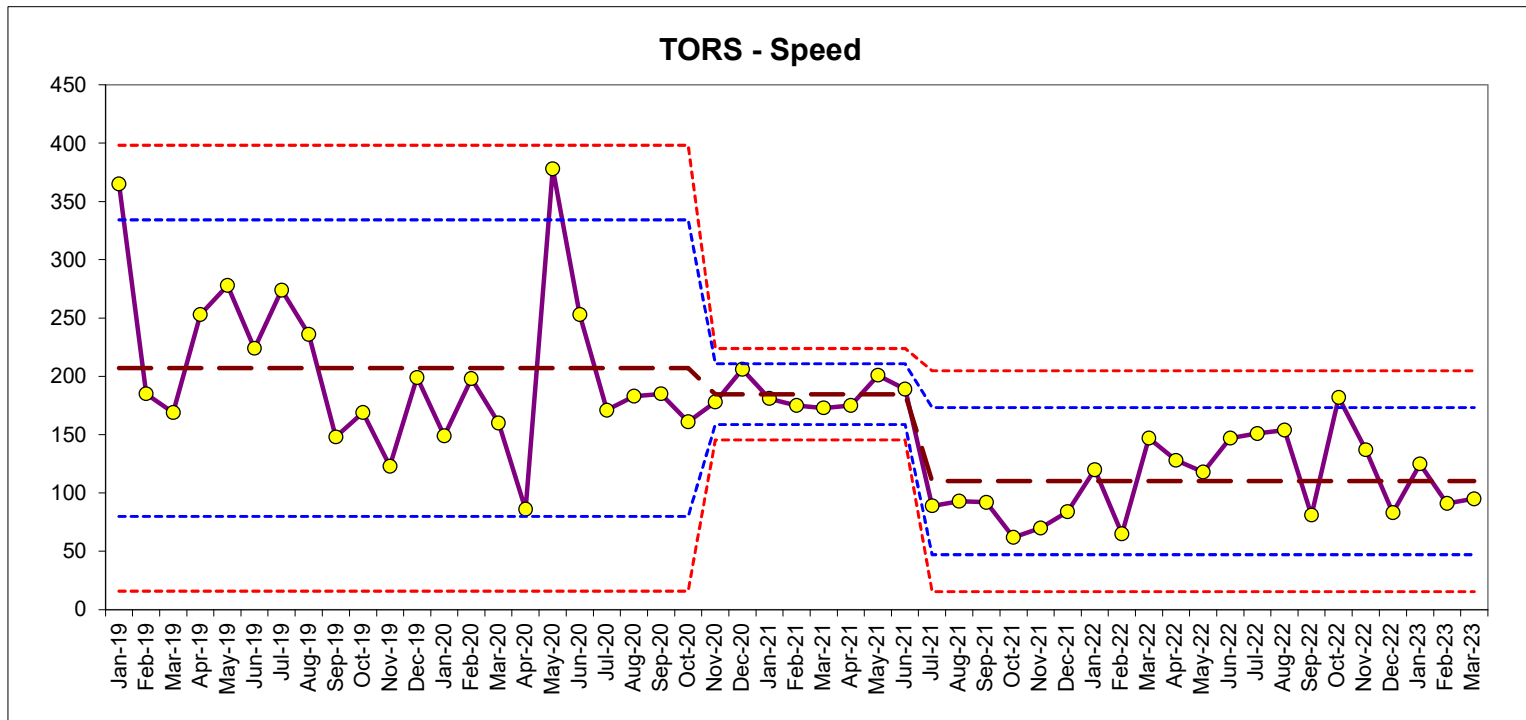
Number of Seriously Injured Road Traffic Collisions



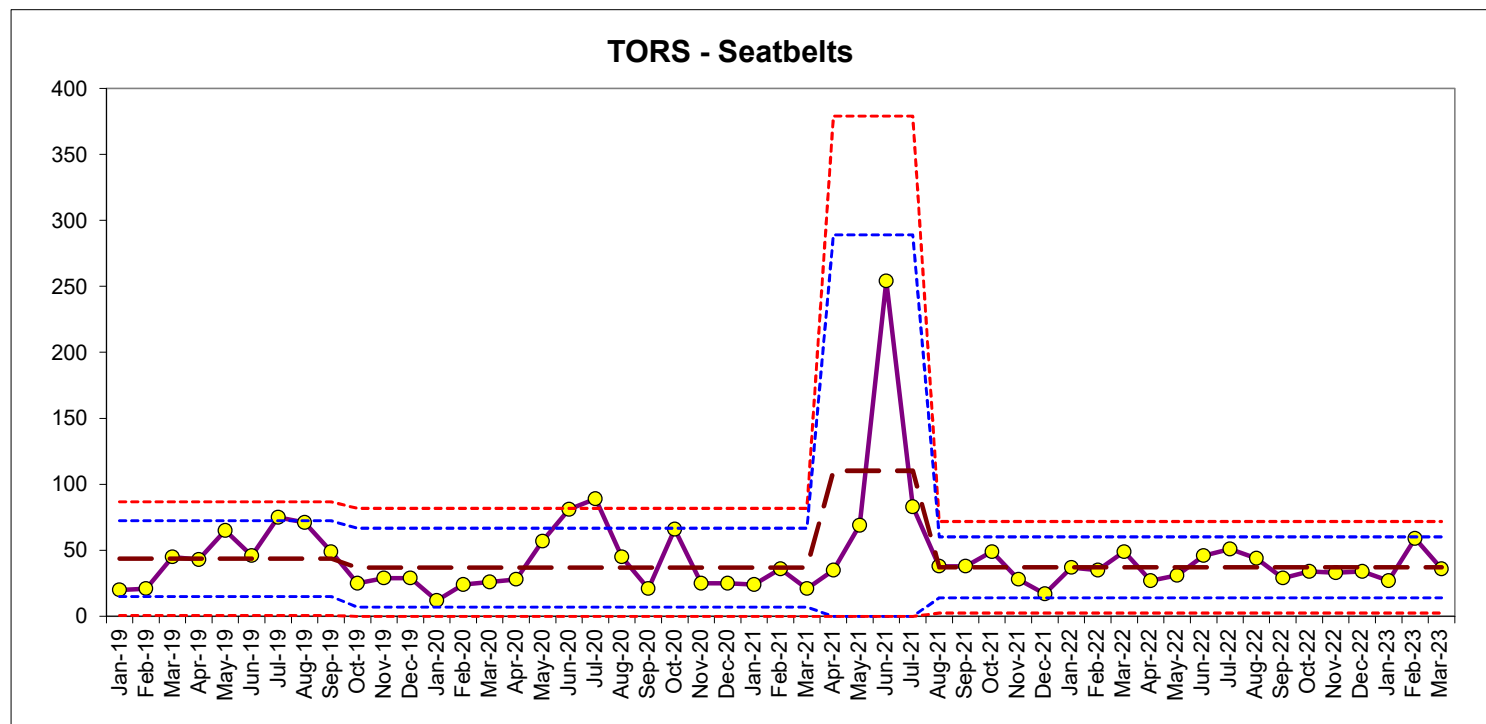
	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
Total Serious Injury RTCs	April - March	275	273	-0.7%	April - March	275	273	-0.7%	NA



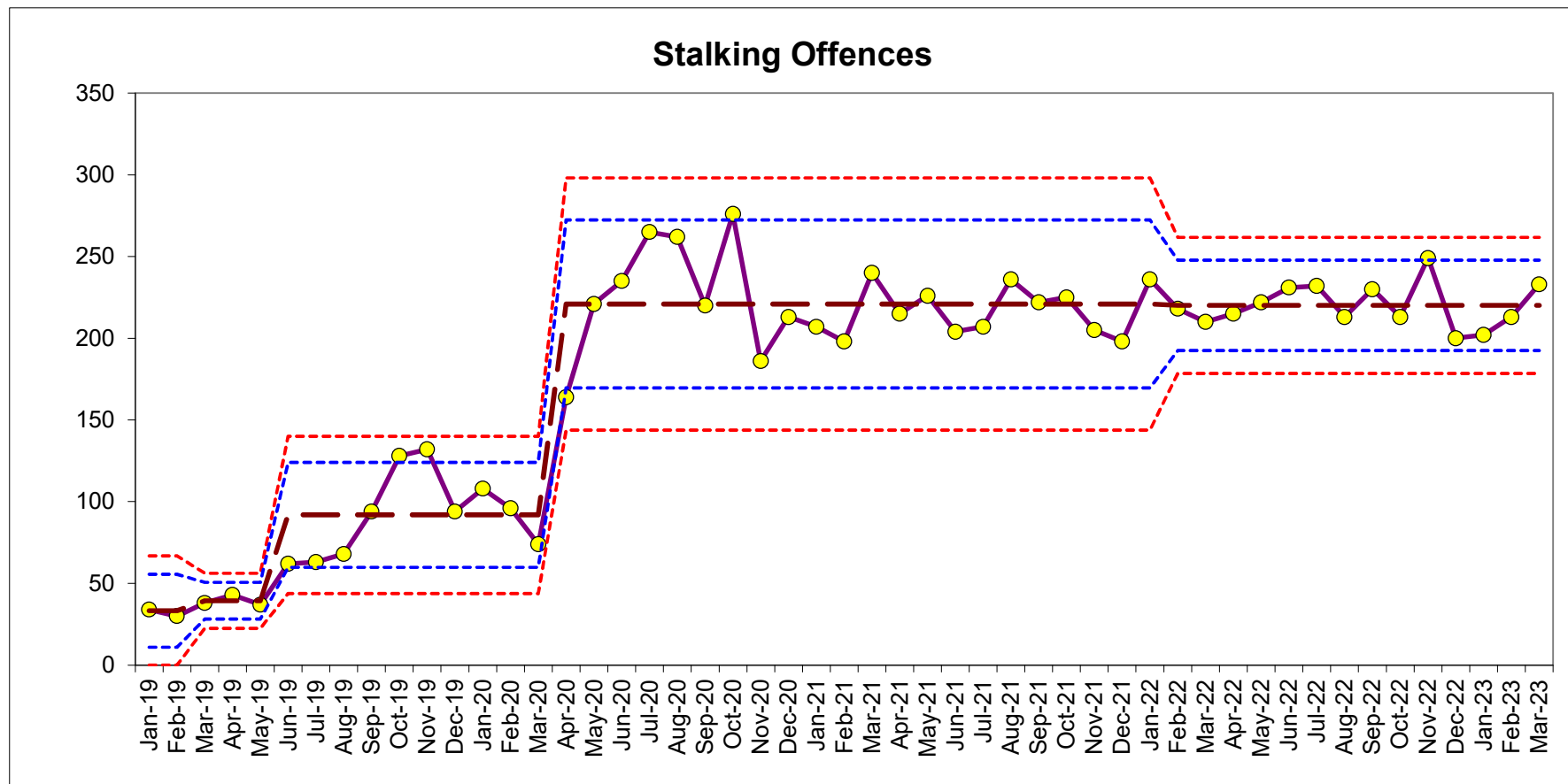
	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
Total number of TORs for Devices	April - March	1,120	1,404	20.2%	April - March	1,120	1,404	20.2%	NA



	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
Total number of TORs for Speed	April - March	1,387	1,492	7.0%	April - March	1,387	1,492	7.0%	NA

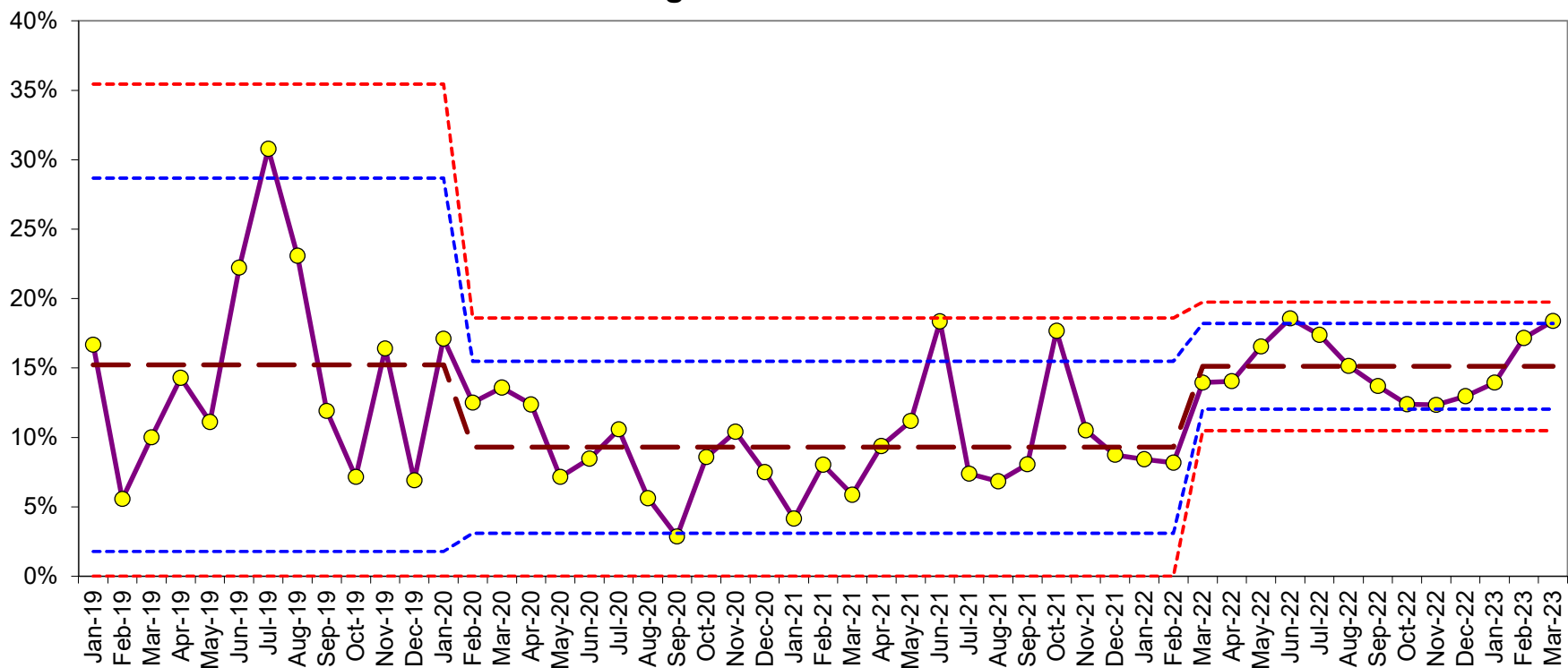


	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
Total number of TORS for Seatbelts	April - March	732	451	-62.3%	April - March	732	451	-62.3%	NA



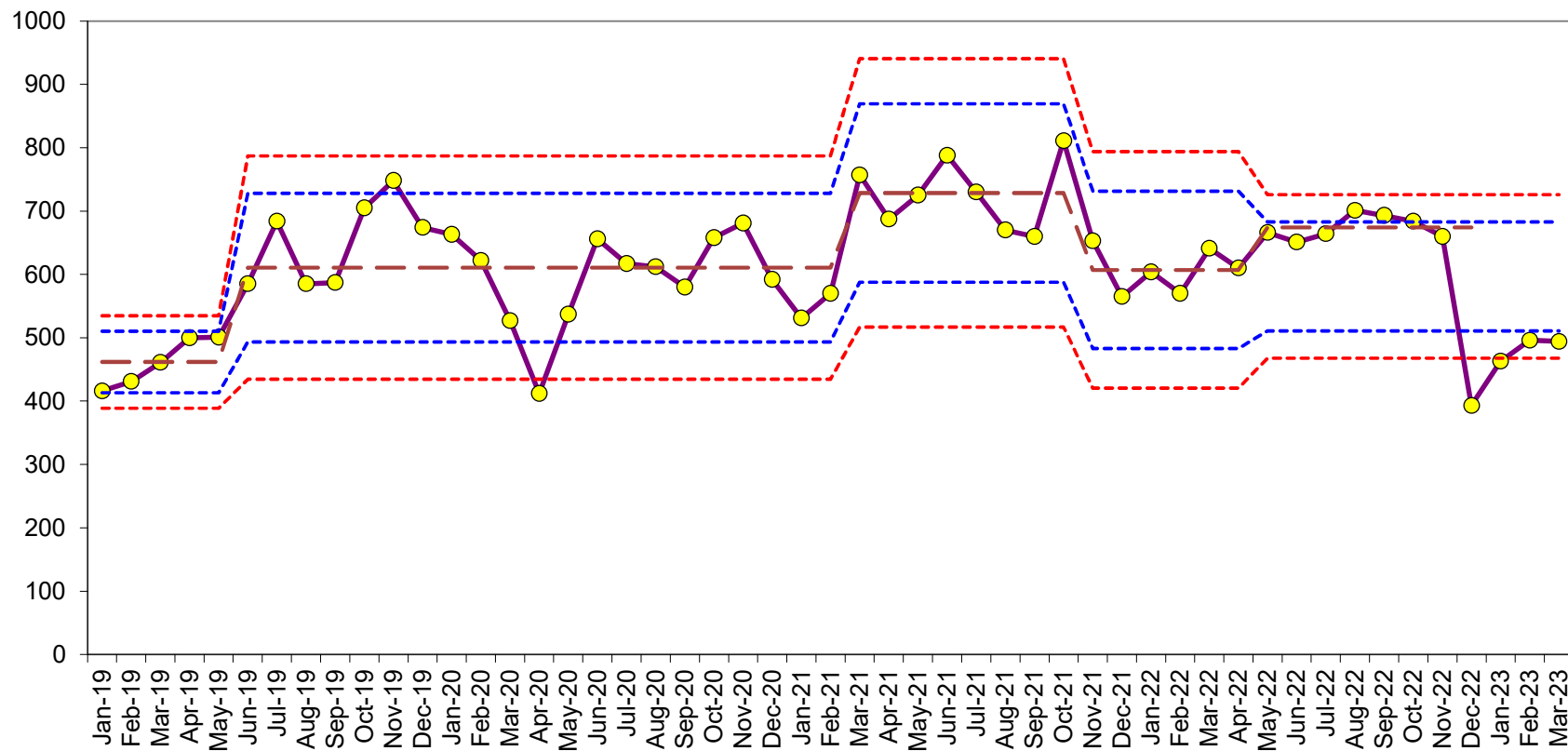
	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position (Stalking & Harassment)
Total number of Stalking Offences	April - March	2,602	2,653	1.9%	April - March	2,602	2,653	1.9%	7 out of 8 (2nd Highest)

Stalking - % Action Taken

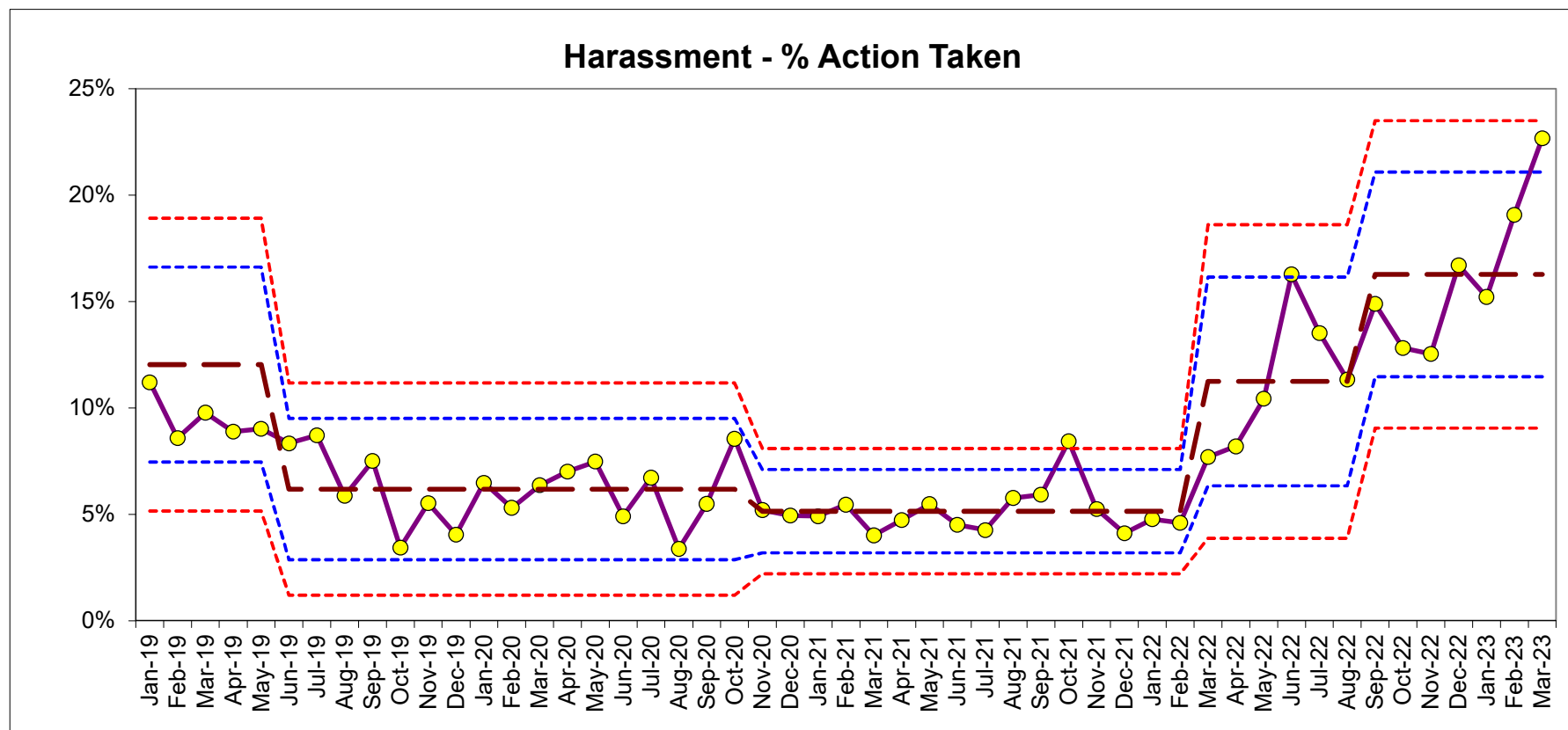


	Rolling 12 month period	Last Year	This Year	PP Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	PP Change This Year Compared to Last Year	MSG Position (Stalking & Harassment) (Charges)
Stalking Offences Action Taken	April - March	11.5%	16.6%	5.1%	April - March	11.5%	16.6%	5.1%	1 out of 8 (Highest)

Harassment Offences

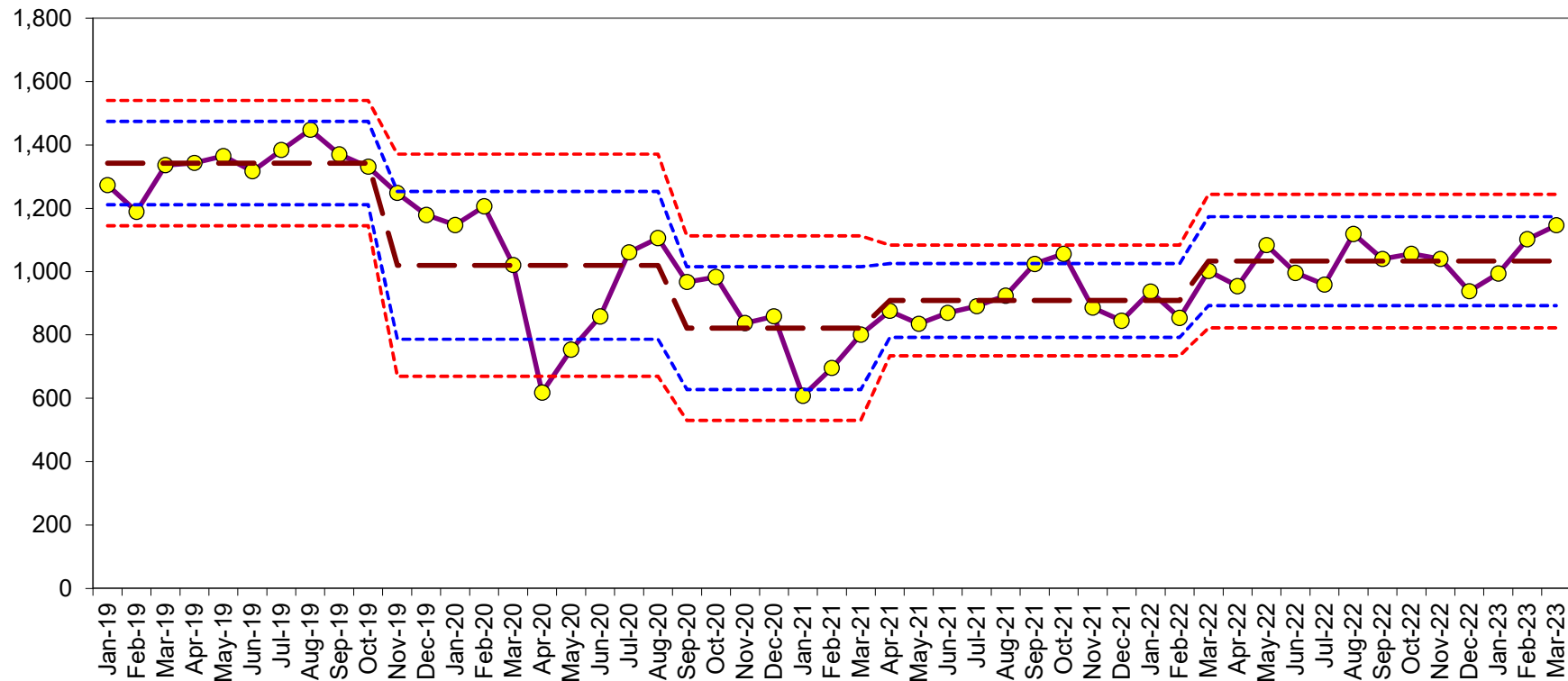


	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position (Stalking & Harassment)
Total number of Harassment Offences	April - March	8,104	7,175	-12.9%	April - March	8,104	7,175	-12.9%	7 out of 8 (2nd Highest)



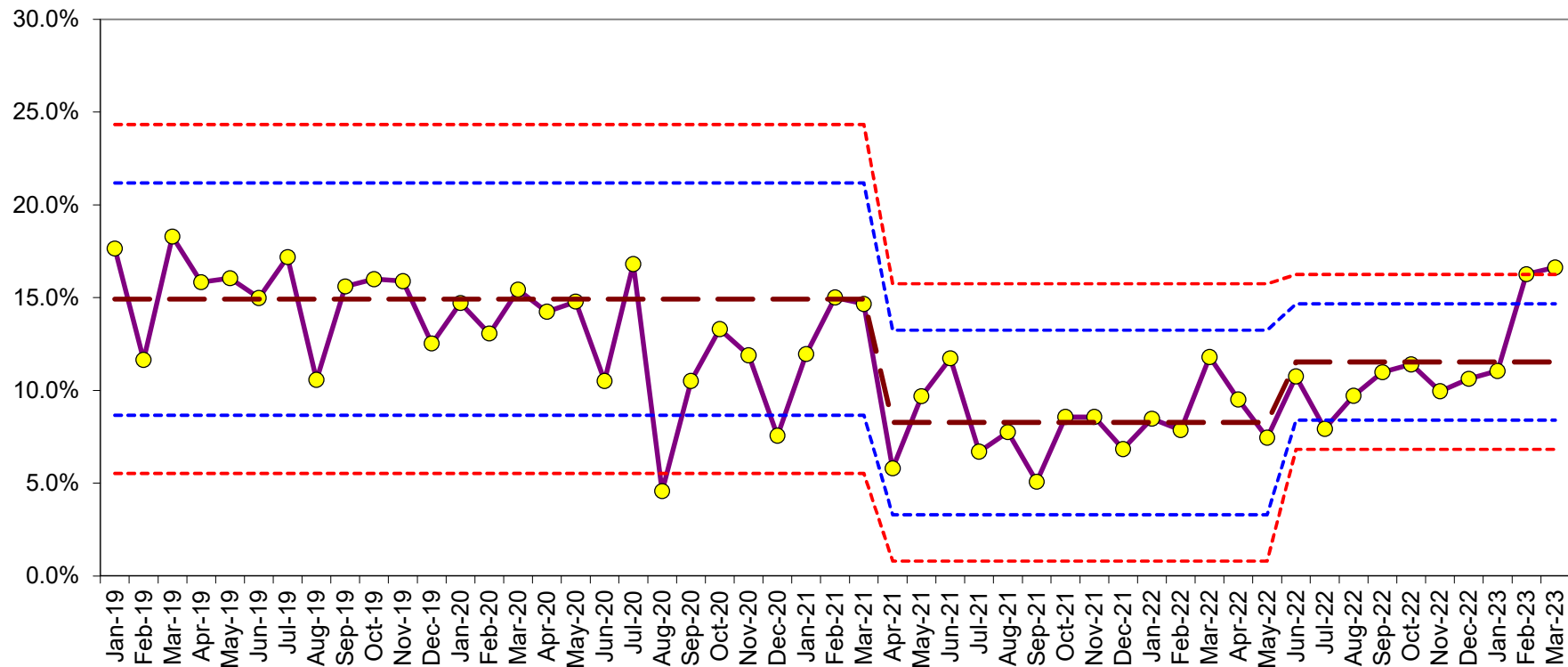
	Rolling 12 month period	Last Year	This Year	PP Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	PP Change This Year Compared to Last Year	MSG Position (Stalking & Harassment) (Charges)
Harassment Offences Action Taken	April - March	5.4%	14.1%	8.7%	April - March	5.4%	14.1%	8.7%	1 out of 8 (Highest)

Theft Offences



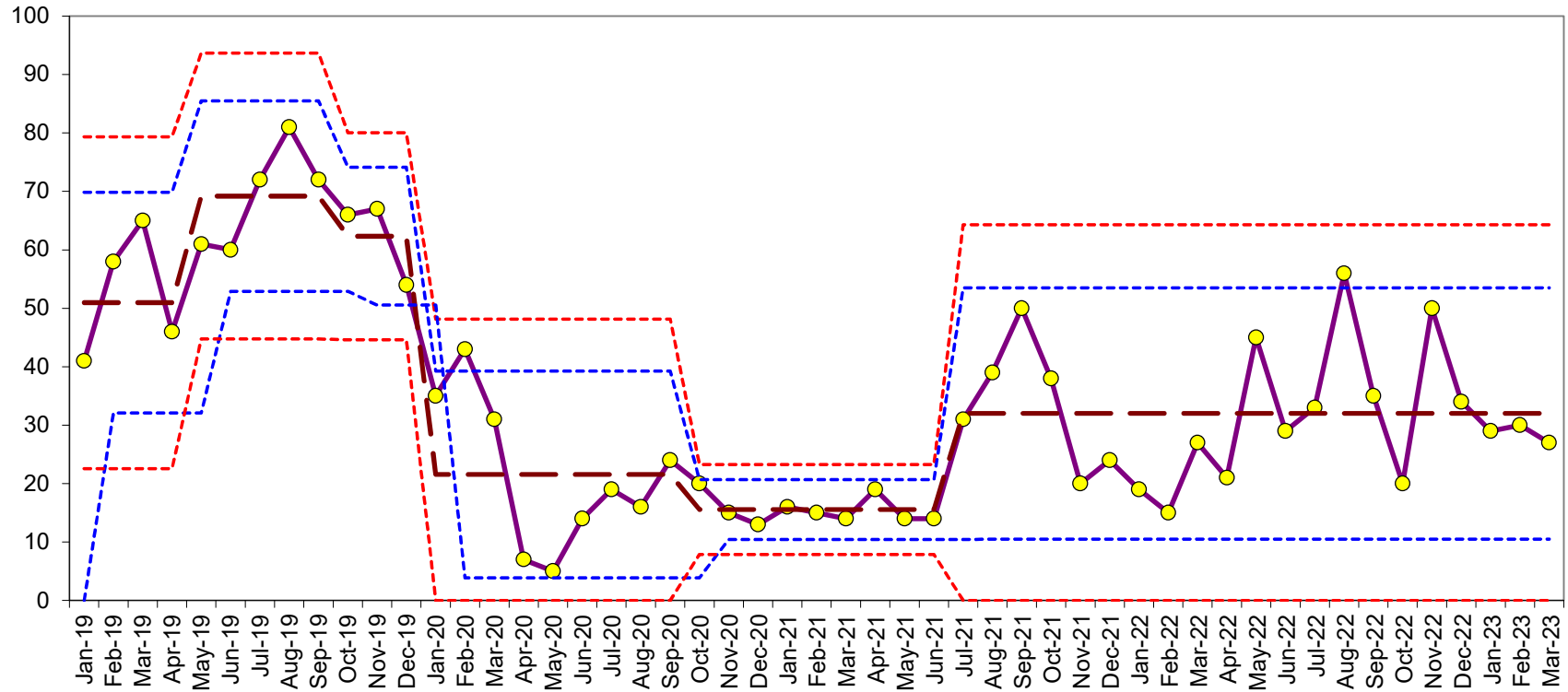
	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
Total number of Theft Offences	April - March	11,000	12,428	11.5%	April - March	11,000	12,428	11.5%	4 out of 8 (5th Highest)

Theft Offences - % Action Taken

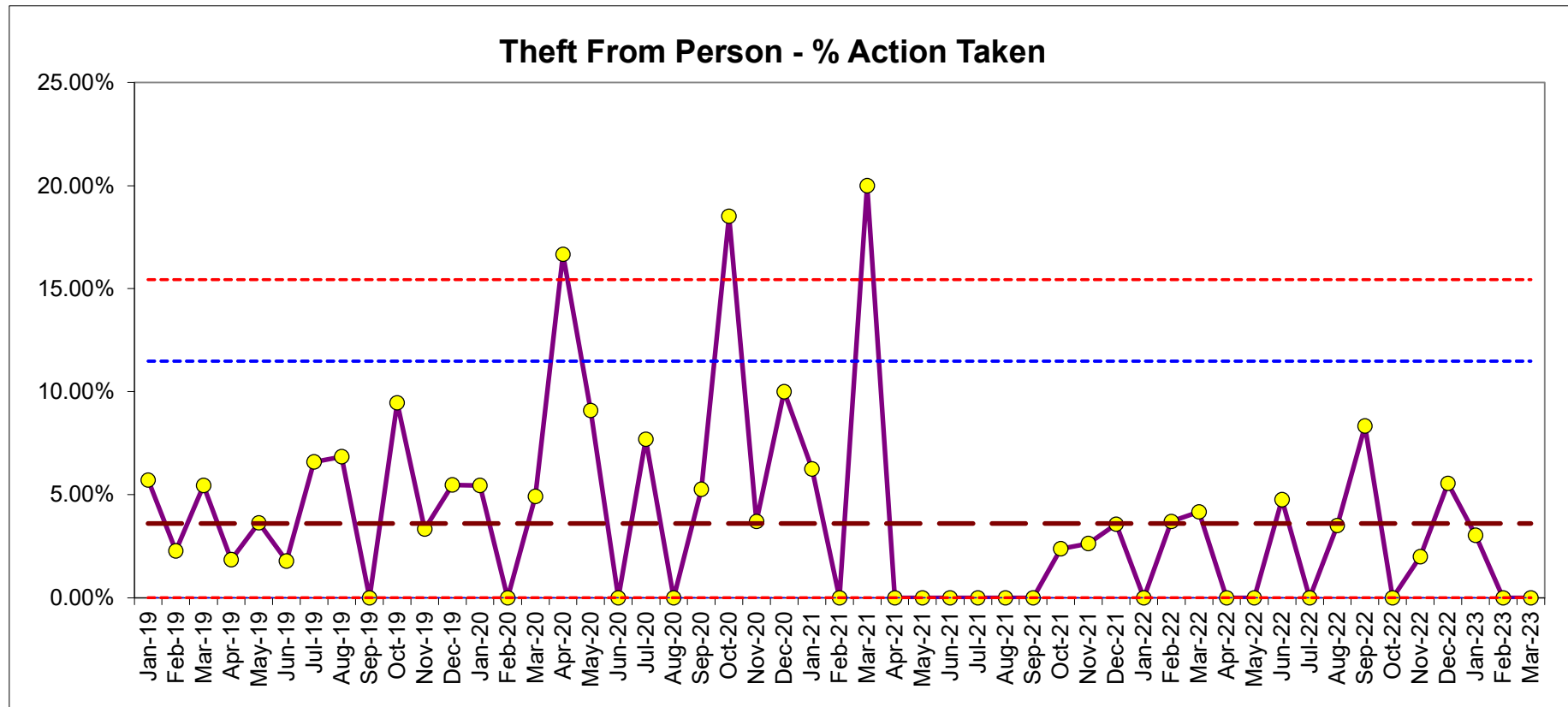


	Rolling 12 month period	Last Year	This Year	PP Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	PP Change This Year Compared to Last Year	MSG Position
Theft Action Taken	April - March	8.4%	11.1%	2.7%	April - March	8.4%	11.1%	2.7%	NA

Theft from the Person Offences

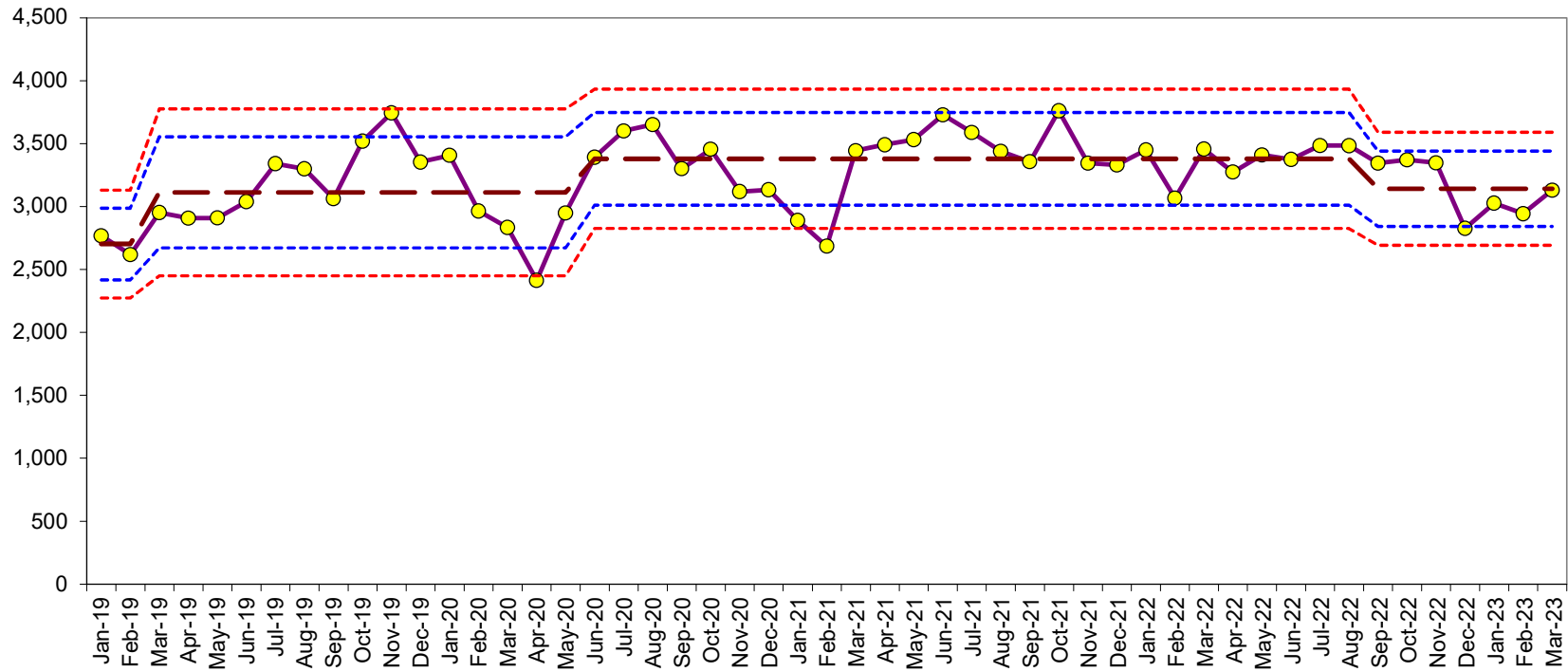


	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
Total number of Theft from the Person Offences	April - March	310	409	24.2%	April - March	310	409	24.2%	2 out of 8 (2nd Lowest)



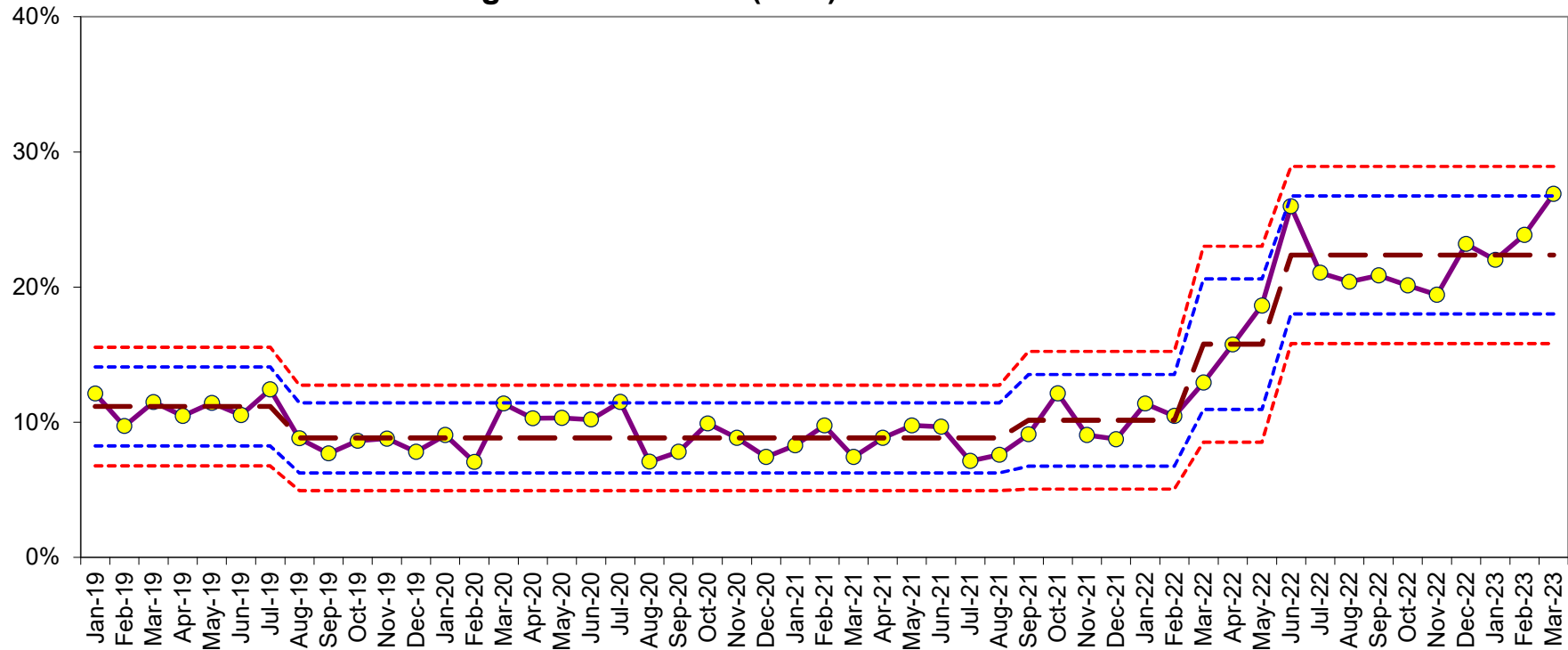
	Rolling 12 month period	Last Year	This Year	PP Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	PP Change This Year Compared to Last Year	MSG Position (Charges)
TFTP Action Taken	April - March	1.8%	2.6%	0.8%	April - March	1.8%	2.6%	0.8%	3 out of 8 (3rd Highest)

Violence Against the Person (VAP) Offences

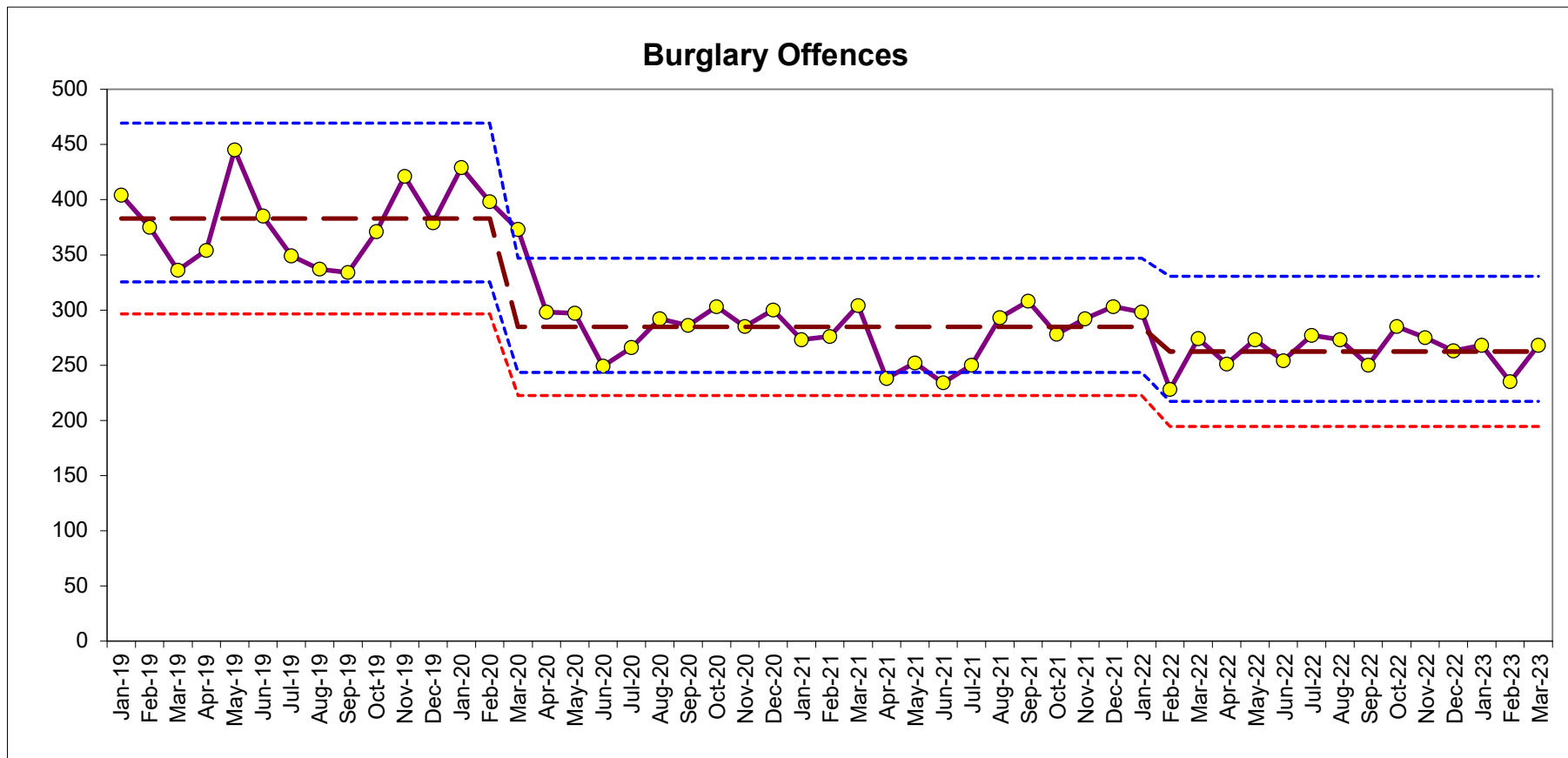


	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
Total number of Violence Against The Person Crimes	April - March	41,548	39,022	-6.5%	April - March	41,548	39,022	-6.5%	7 out of 8 (2nd Highest)

Violence Against the Person (VAP) Offences - % Action Taken

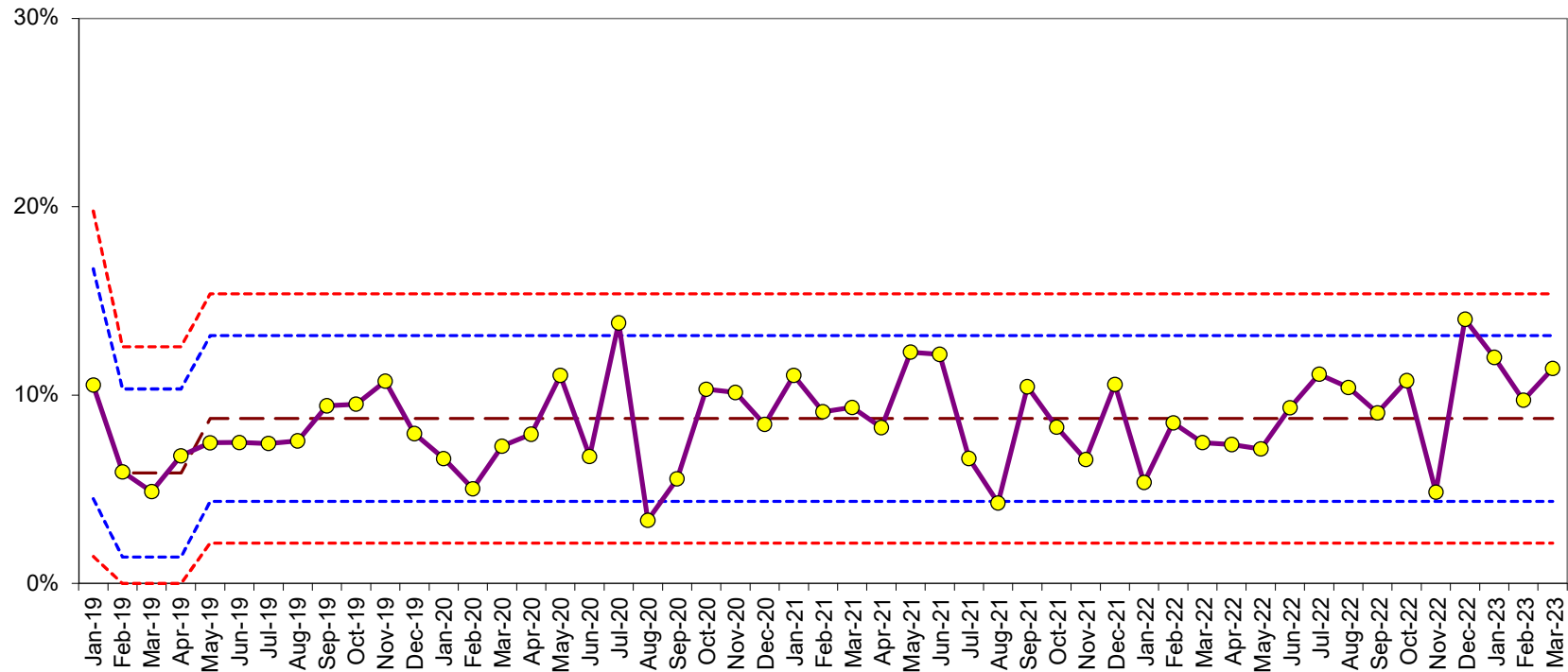


	Rolling 12 month period	Last Year	This Year	PP Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	PP Change This Year Compared to Last Year	MSG Position (Charges)
VAP Action Taken	April - March	9.6%	21.3%	11.7%	April - March	9.6%	21.3%	11.7%	1 out of 8 (highest)



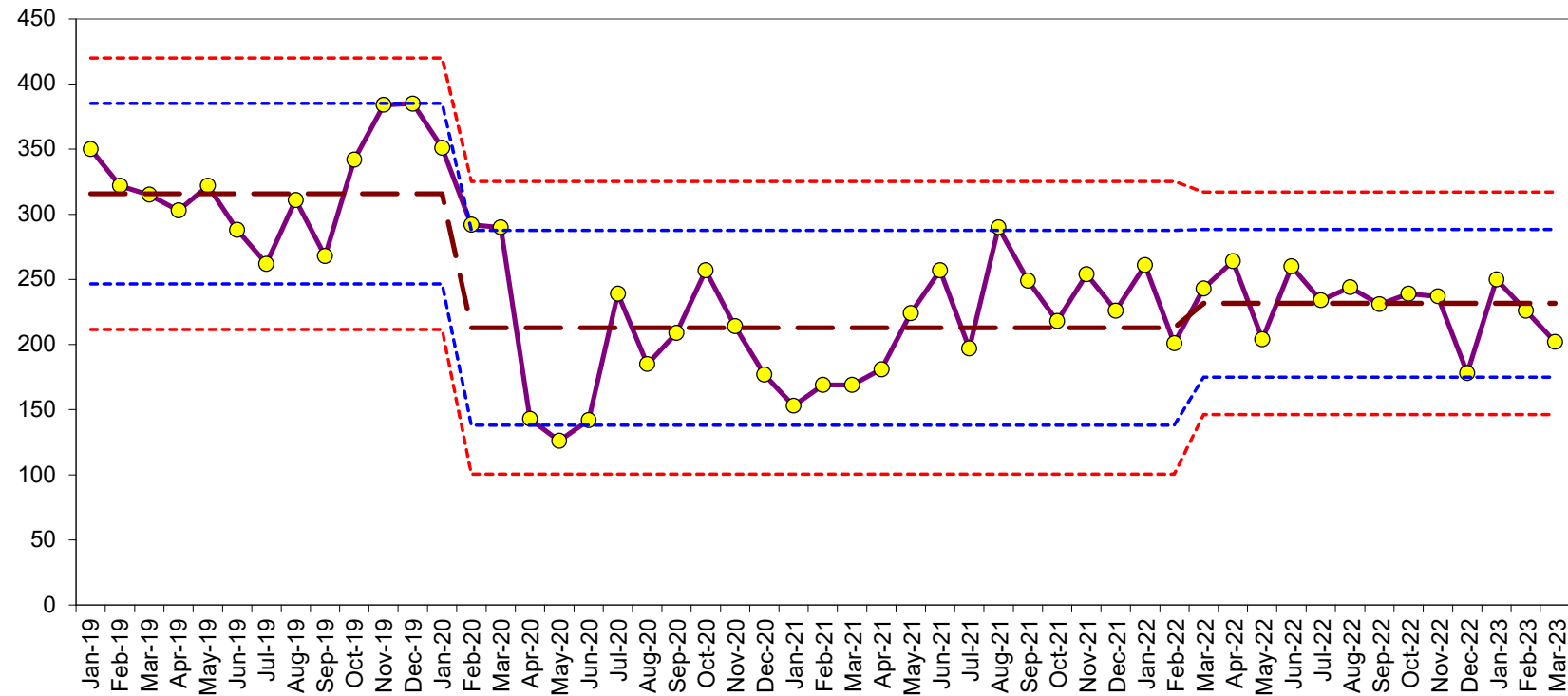
	Rolling 12 month period	Last Year	This Year	April - December	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
Total number of Burglary Crimes	April - March	3,248	3,172	-2.4%	April - March	3,248	3,172	-2.4%	4 out of 8 (4th Lowest)

Burglary Offences - % Action Taken



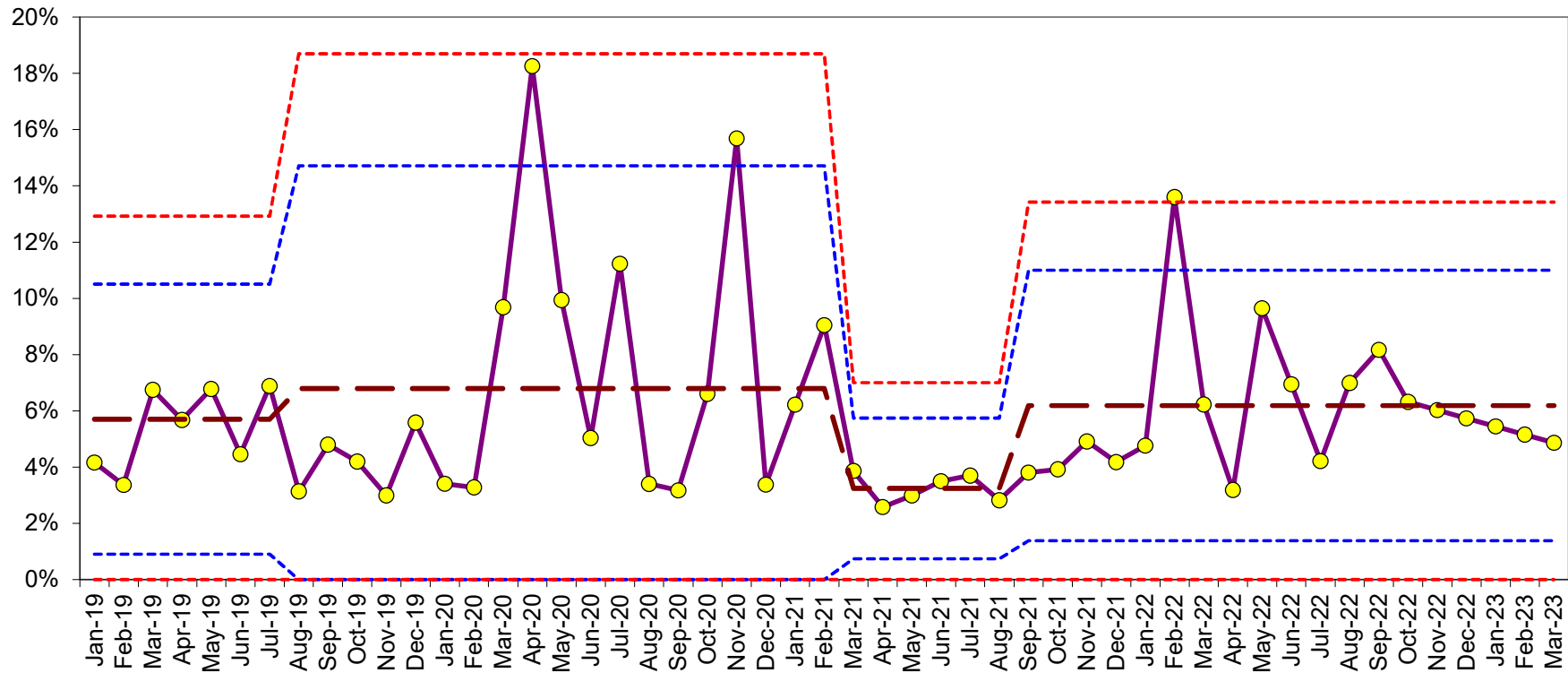
	Rolling 12 month period	Last Year	This Year	PP Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	PP Change This Year Compared to Last Year	MSG Position (Charges)
Burglary Offences Action Taken	April - March	8.3%	9.8%	1.5%	April - March	8.3%	9.8%	1.5%	1 out of 8 (Highest)

Vehicle Offences

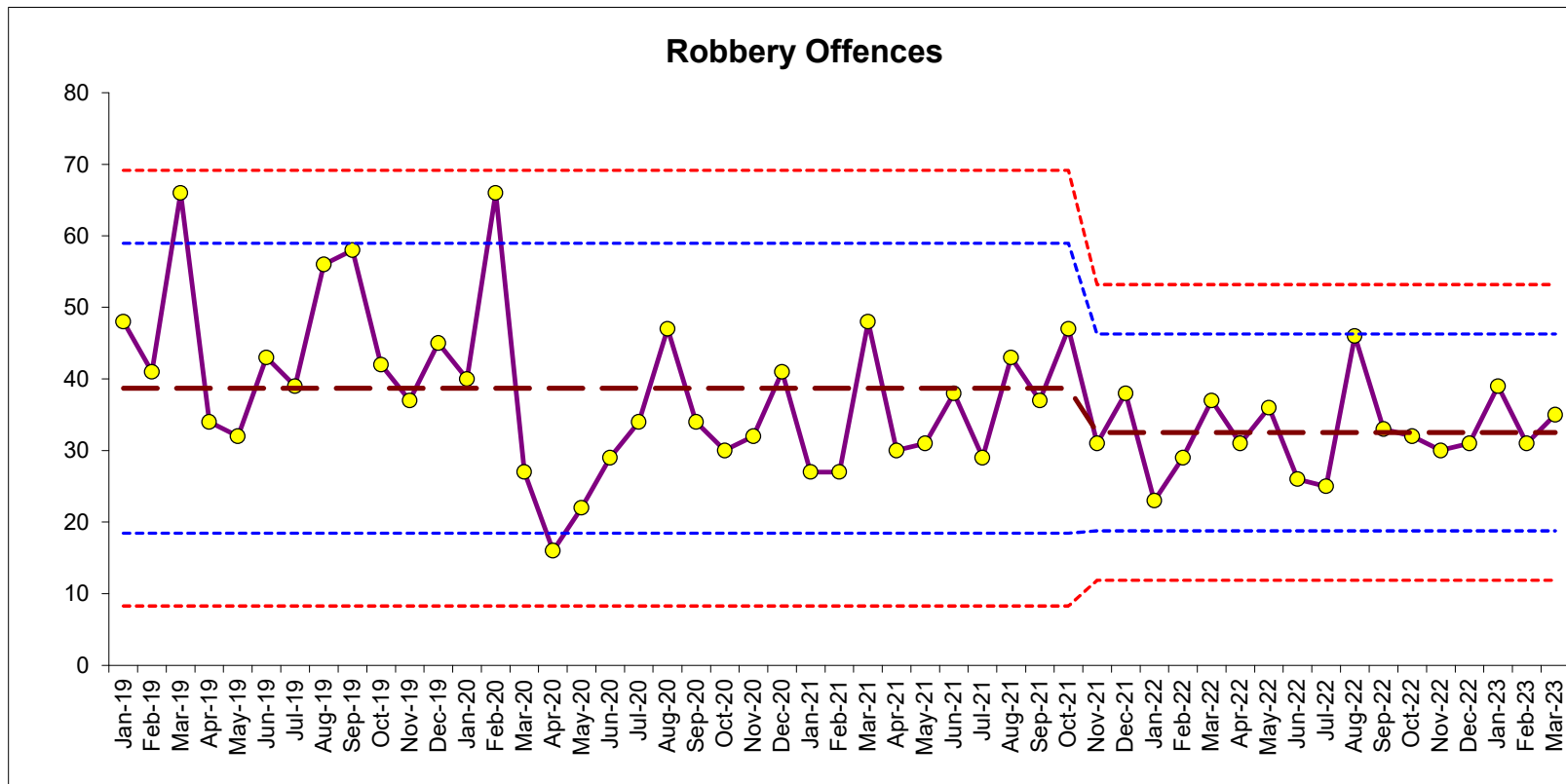


	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
Total number of Vehicle Offences	April - March	2,801	2,769	-1.2%	April - March	2,801	2,769	-1.2%	2 out of 8 (2nd Lowest)

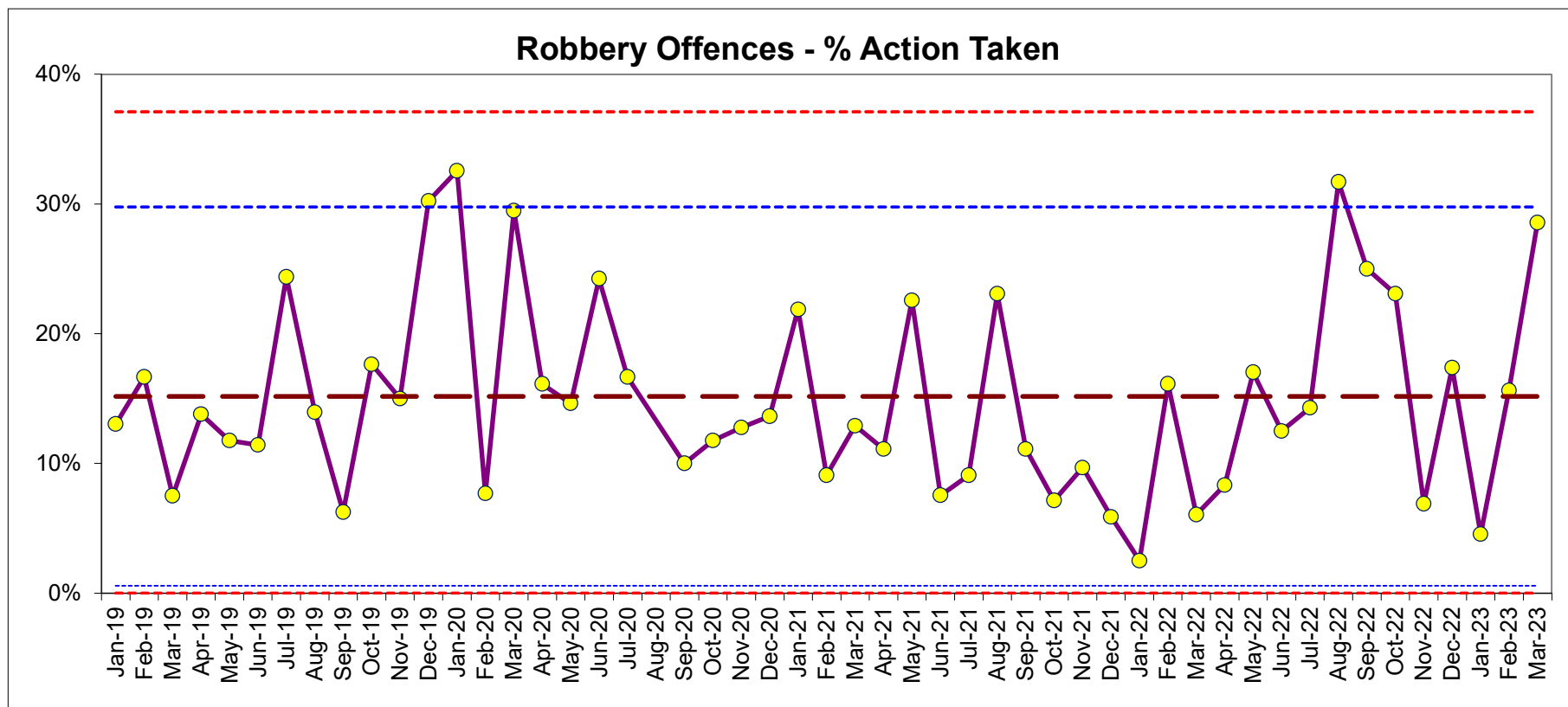
Vehicle Offences - % Action Taken



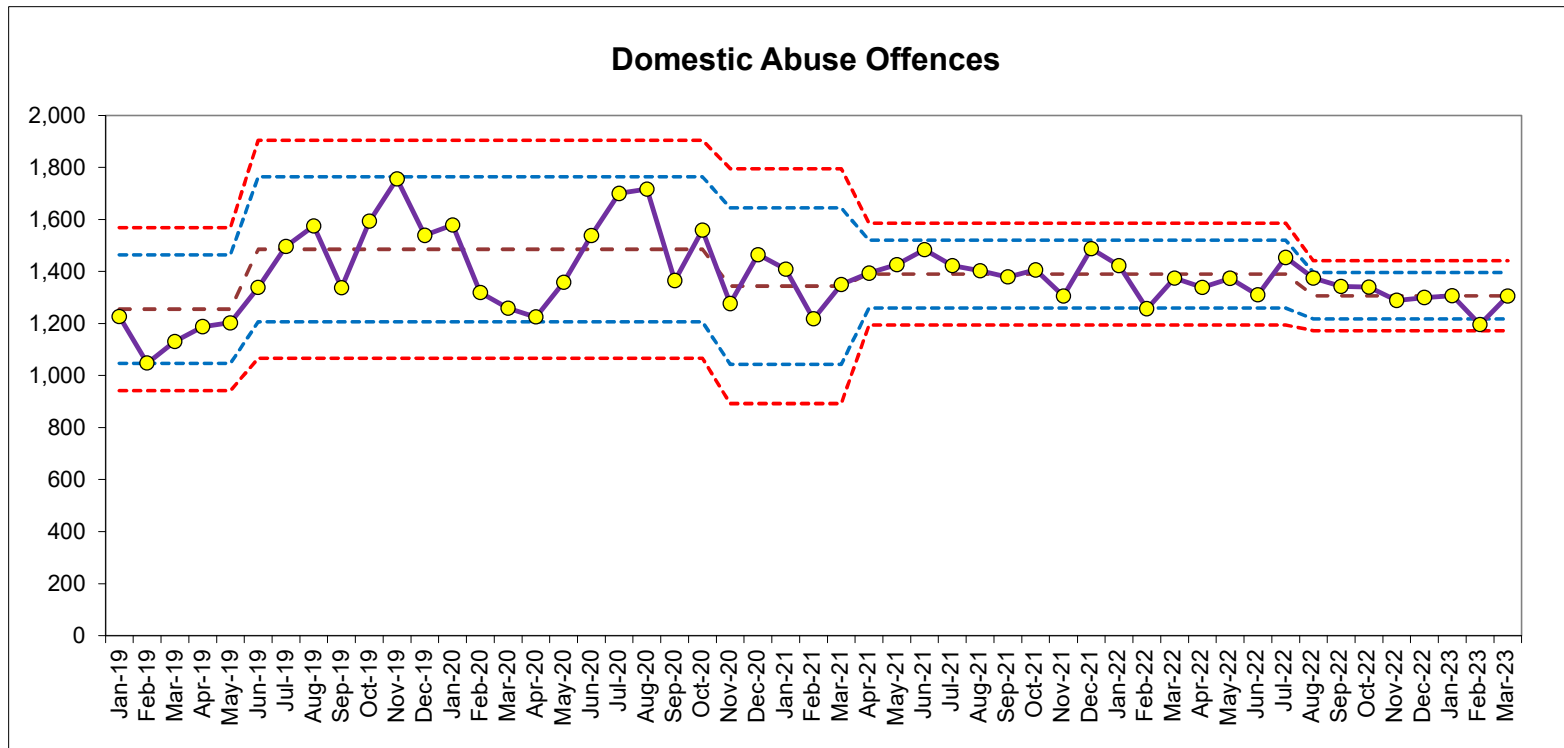
	Rolling 12 month period	Last Year	This Year	PP Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	PP Change This Year Compared to Last Year	MSG Position (Charges)
Vehicle Action Taken	April - March	4.9%	6.4%	1.5%	April - March	4.9%	6.4%	1.5%	1 out of 8 (highest)



	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
Total number of Robbery Offences	April - March	413	395	-4.6%	April - March	413	395	-4.6%	1 out of 8 (Lowest)

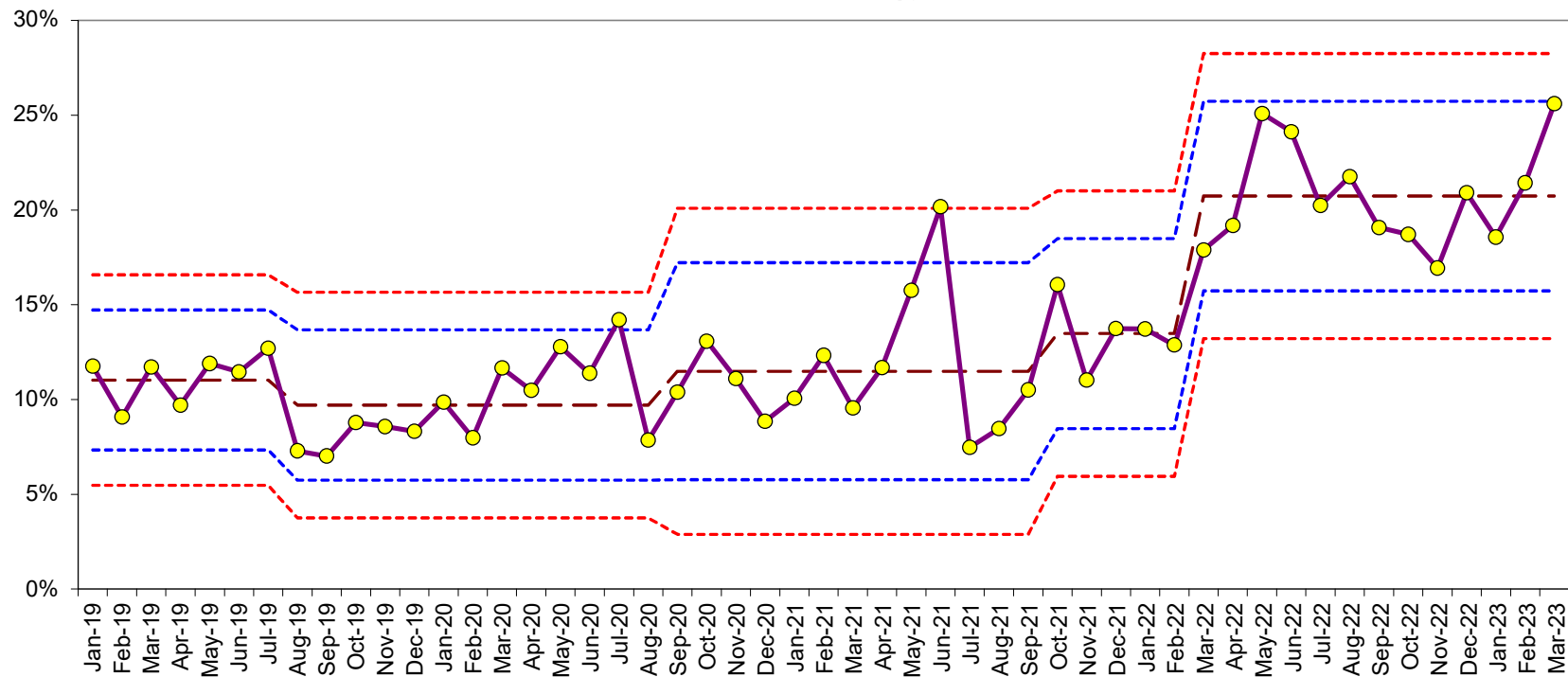


	Rolling 12 month period	Last Year	This Year	PP Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	PP Change This Year Compared to Last Year	MSG Position (Charges)
Robbery Action Taken	April - March	10.3%	17.4%	7.1%	April - March	10.3%	17.4%	7.1%	2 out of 8 (2nd highest)

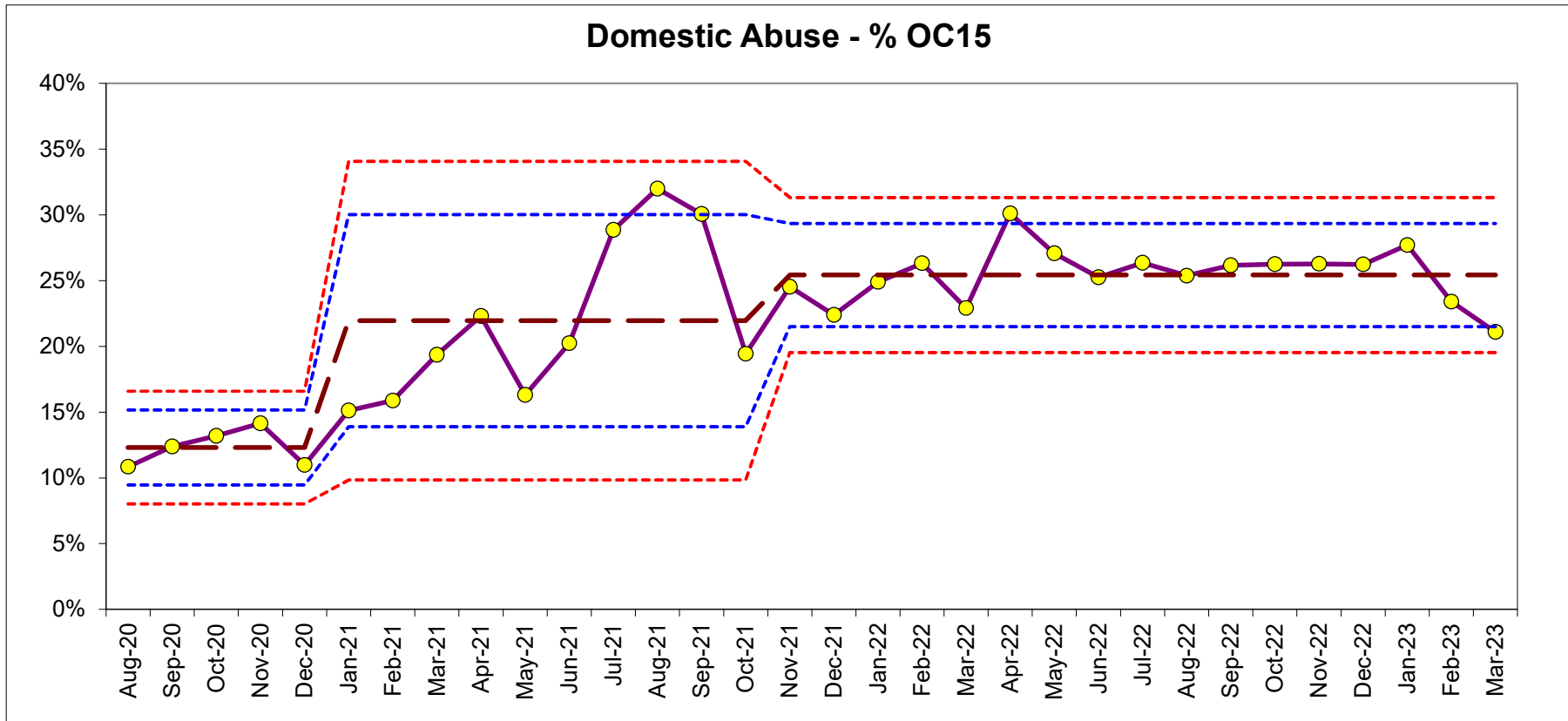


	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
Total number of Domestic Abuse Offences	April - March	16,764	15,933	-5.2%	April - March	16,764	15,933	-5.2%	NA

Domestic Abuse Offences - % Action Taken

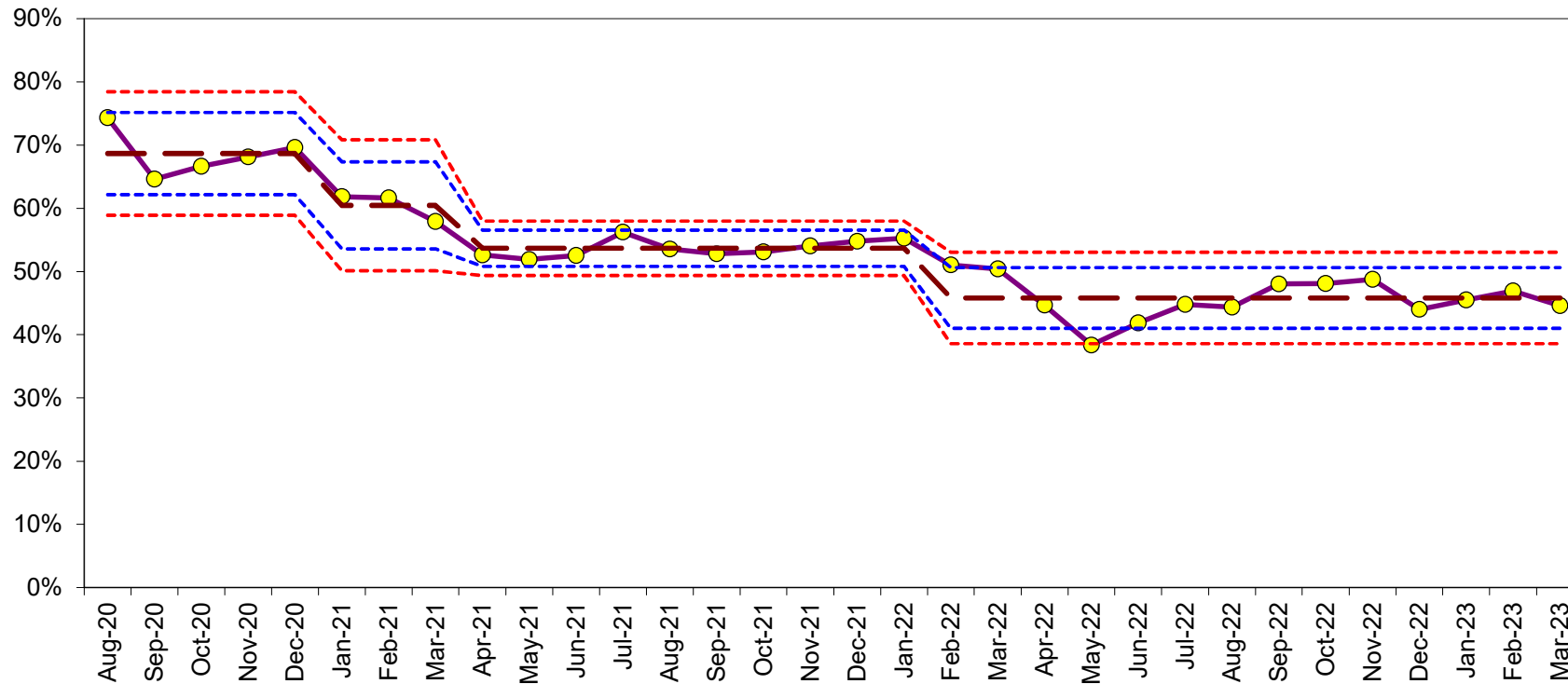


	Rolling 12 month period	Last Year	This Year	PP Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	PP Change This Year Compared to Last Year	MSG Position
DA Offences Action Taken	April - March	12.5%	20.8%	8.3%	April - March	12.5%	20.8%	8.3%	NA

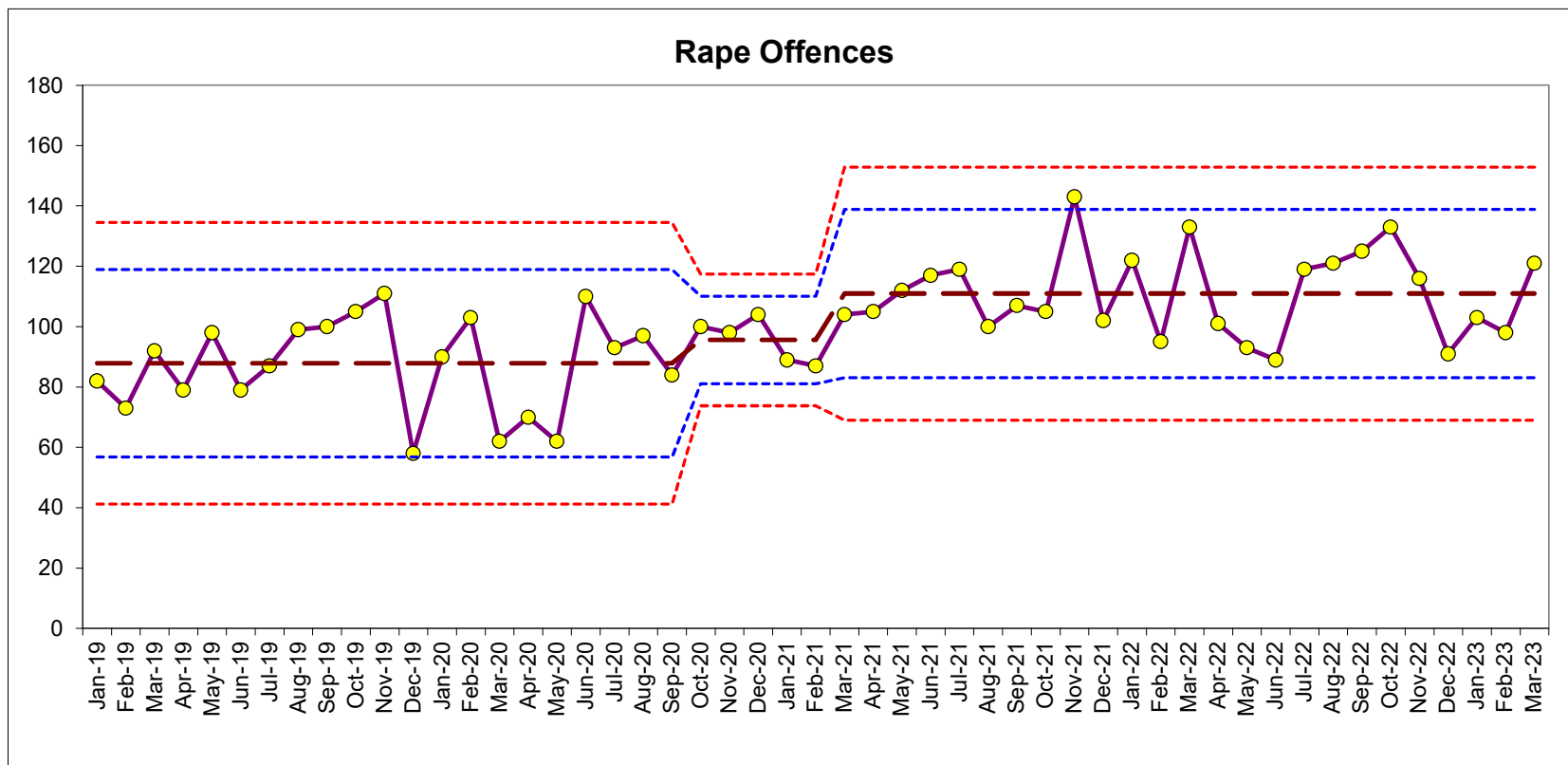


	Rolling 12 month period	Last Year	This Year	PP Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	PP Change This Year Compared to Last Year	MSG Position
DA Outcome 15	April - March	26.6%	27.5%	0.9%	April - March	26.6%	27.5%	0.9%	NA

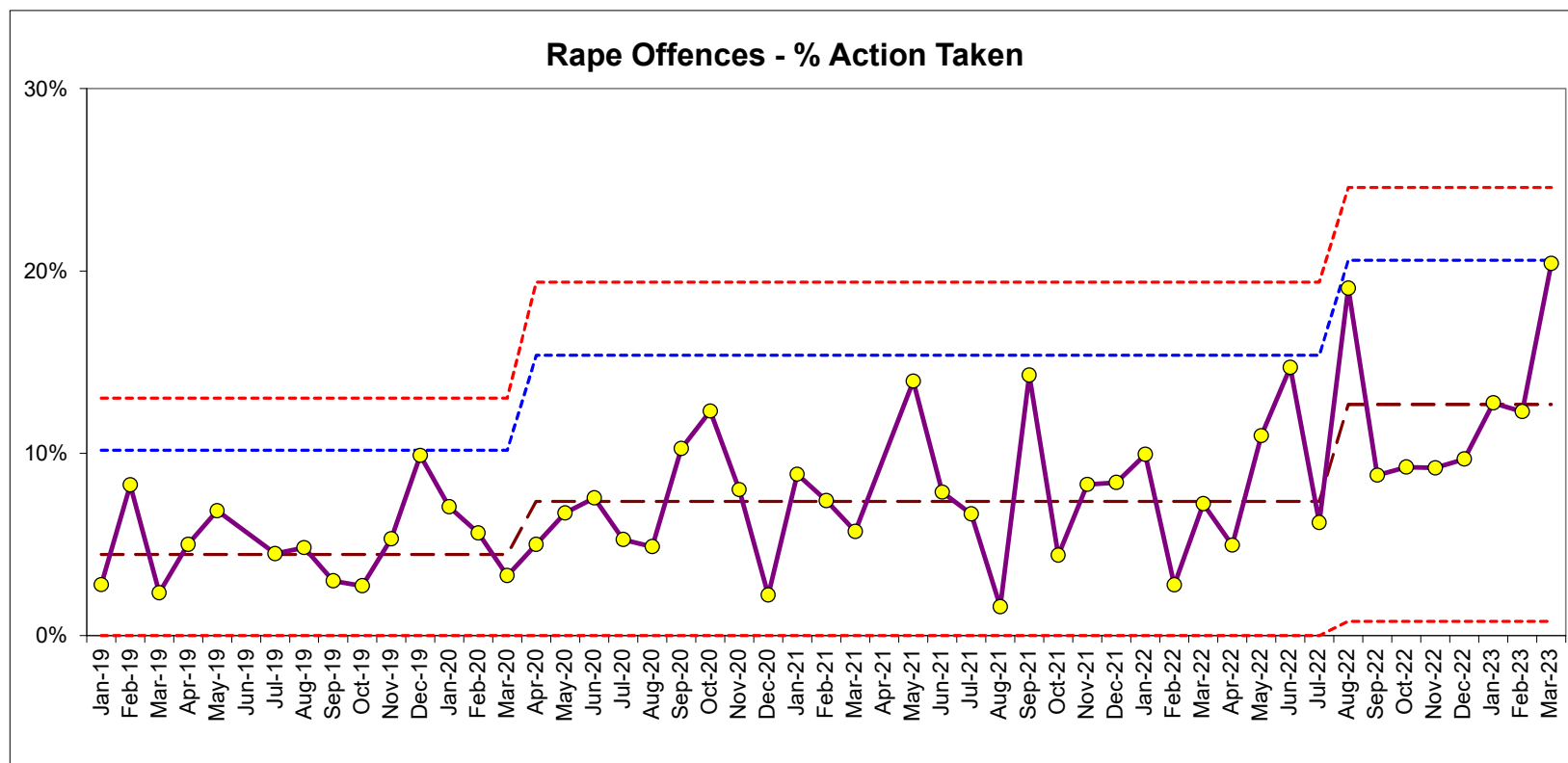
Domestic Abuse - % OC16



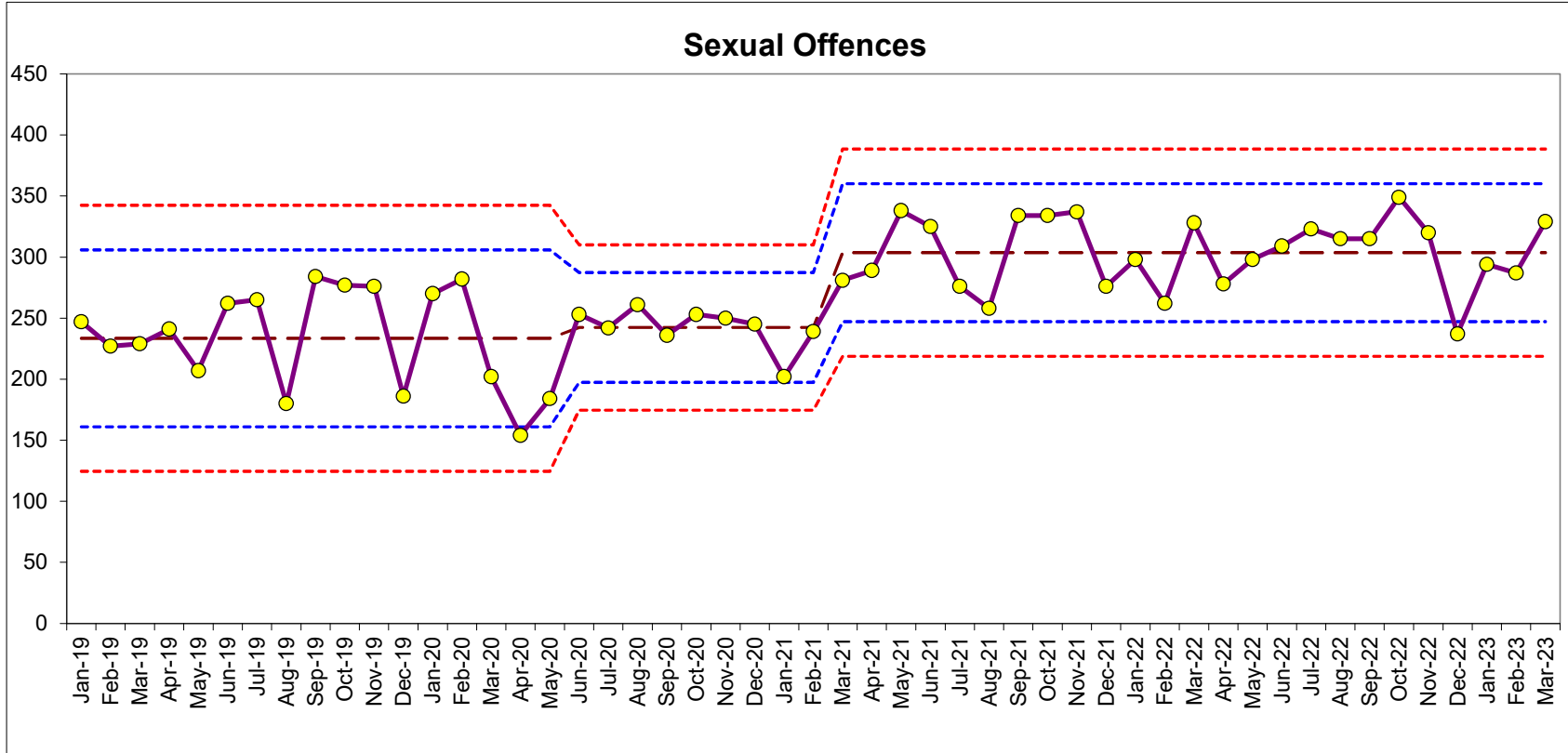
	Rolling 12 month period	Last Year	This Year	PP Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	PP Change This Year Compared to Last Year	MSG Position
DA Outcome 16	April - March	57.2%	47.8%	-9.4%	April - March	57.2%	47.8%	-9.4%	N/A



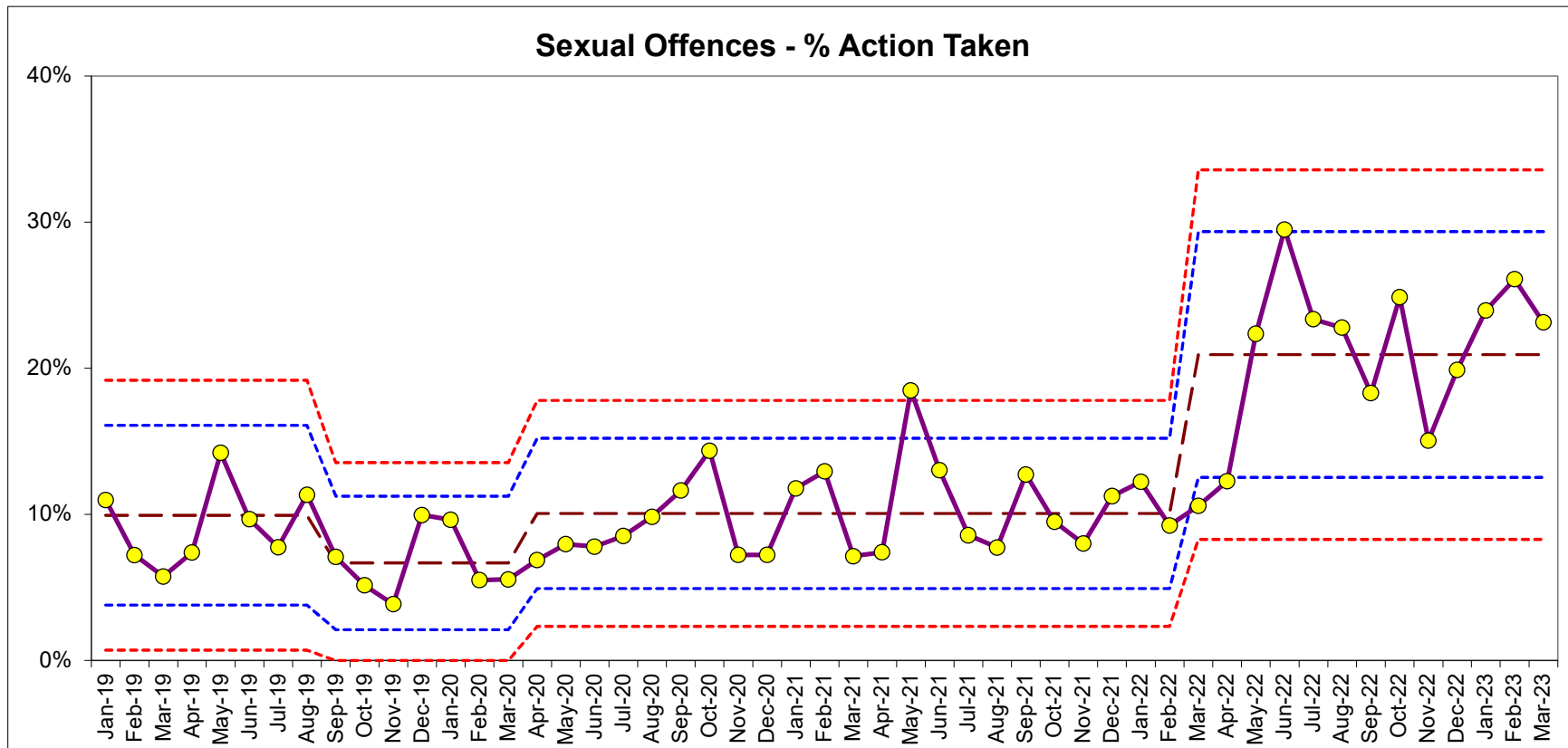
	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
Total number of Rape Offences	April - March	1,360	1,310	-3.8%	April - March	1,360	1,310	-3.8%	7 out of 8 (2nd Highest)



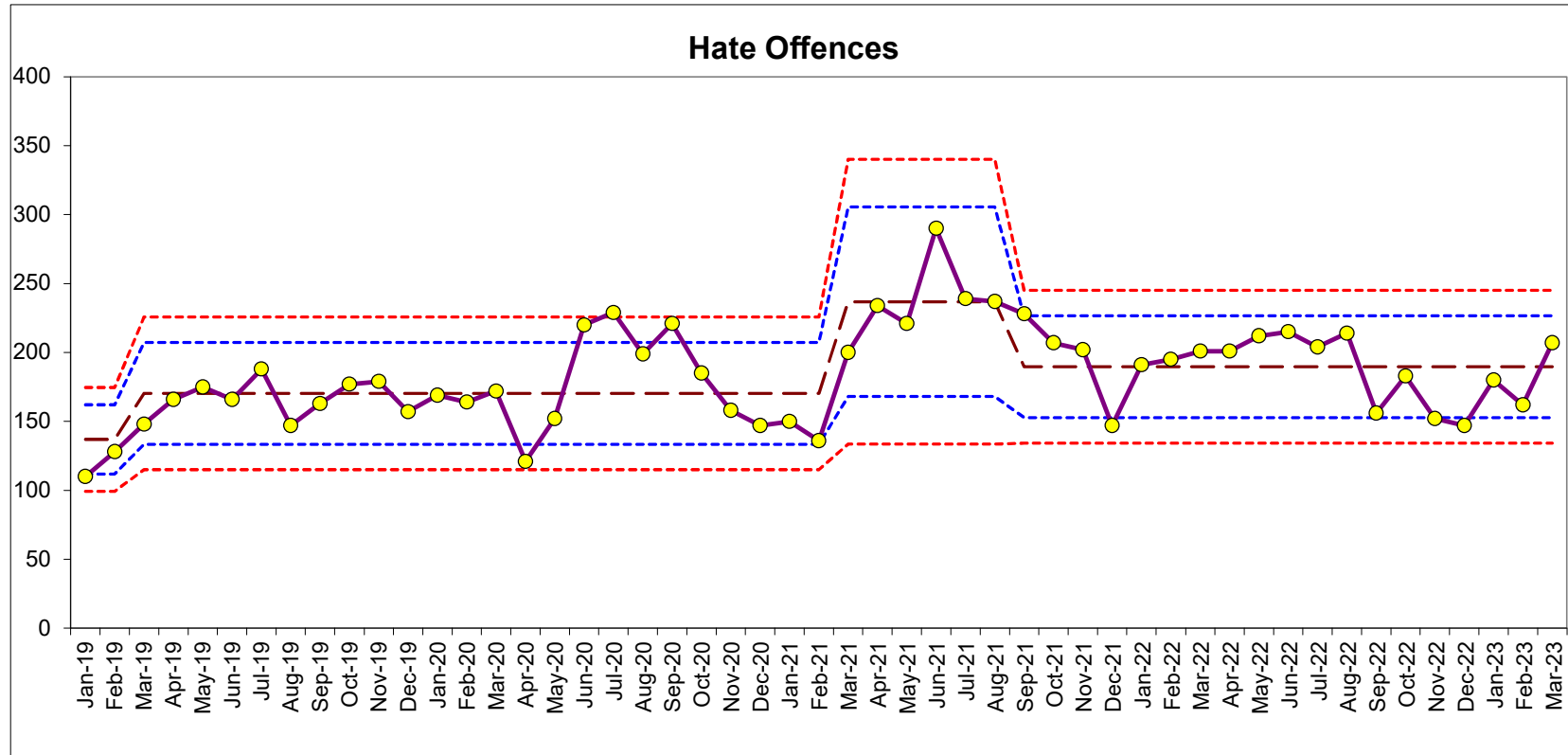
	Rolling 12 month period	Last Year	This Year	PP Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	PP Change This Year Compared to Last Year	MSG Position (Charges)
Rape Offences Action Taken	April - March	7.3%	11.1%	3.8%	April - March	7.3%	11.1%	3.8%	2 out of 8 (2nd Highest)



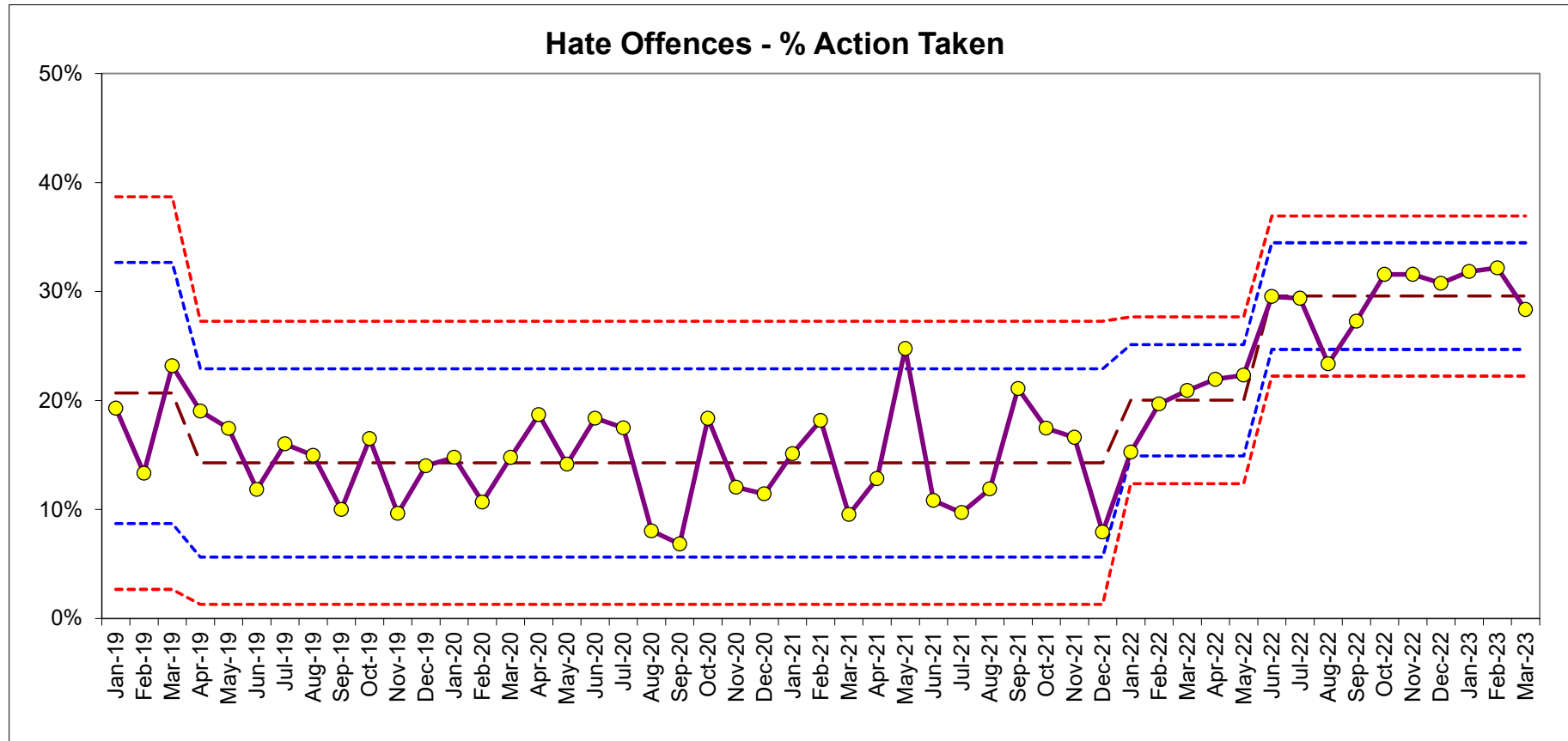
	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
Total number of Sexual Offences	April - March	3,655	3,654	0.0%	April - March	3,655	3,654	0.0%	6 out of 8 (3rd Highest)



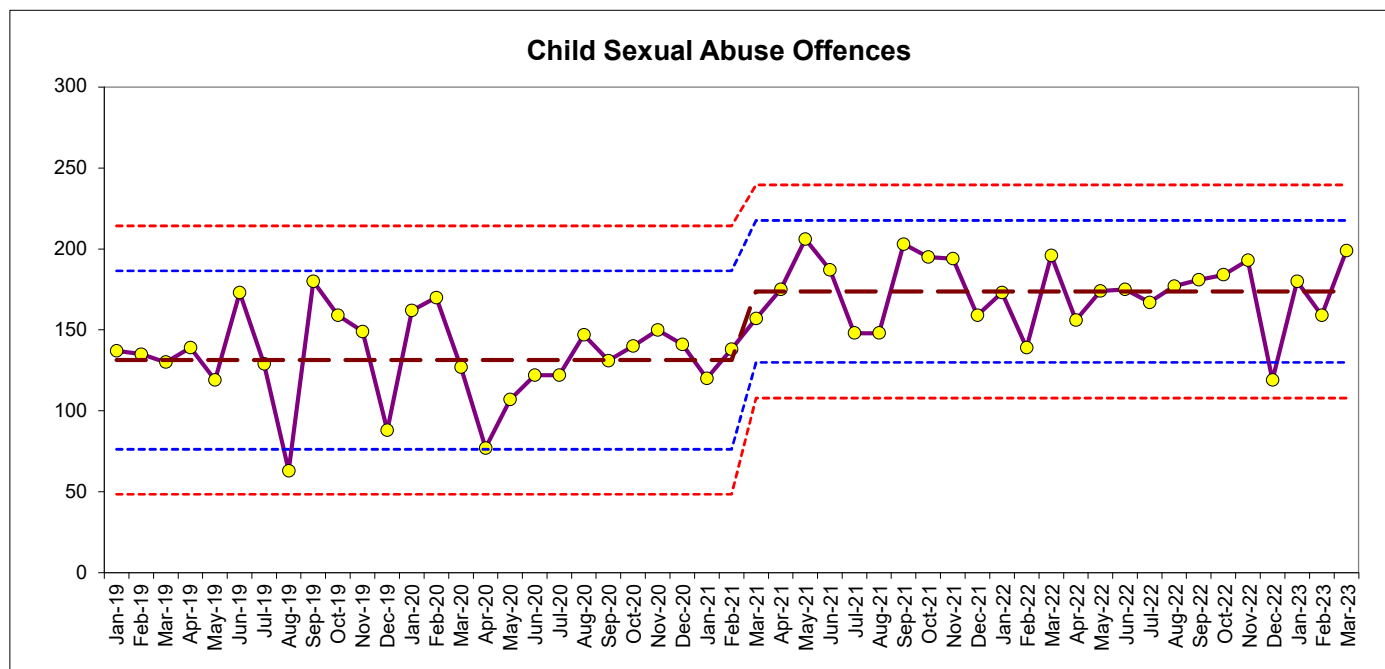
	Rolling 12 month period	Last Year	This Year	PP Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	PP Change This Year Compared to Last Year	MSG Position (Charges)
Sexual Offences Action Taken	April - March	10.4%	21.7%	11.3%	April - March	10.4%	21.7%	11.3%	1 out of 8 (Highest)



	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
Total number of Hate Offences	April - March	2,592	2,233	-16.1%	April - March	2,592	2,233	-16.1%	NA

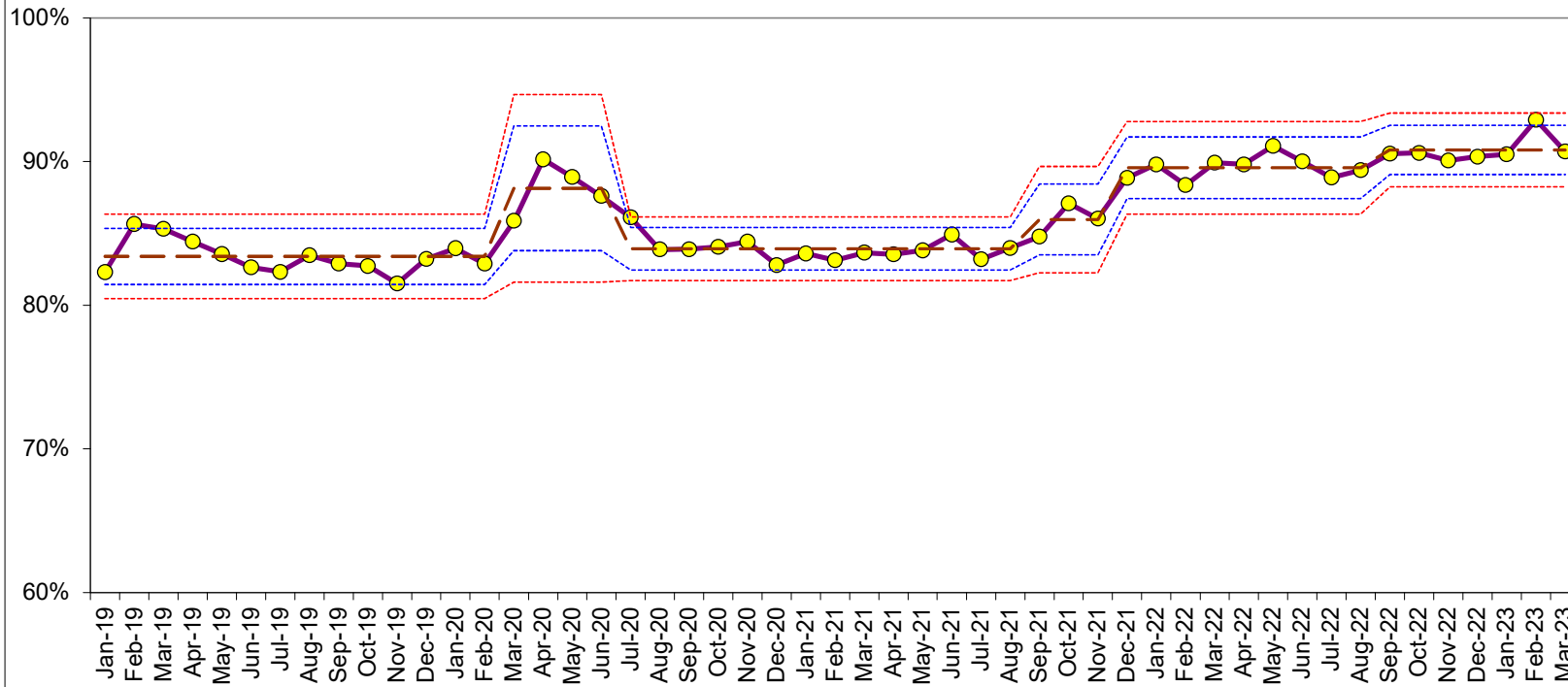


	Rolling 12 month period	Last Year	This Year	PP Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	PP Change This Year Compared to Last Year	MSG Position
Hate Offences Axtion Taken	April - March	13.9%	28.2%	14.3%	April - March	14.0%	28.2%	14.2%	NA



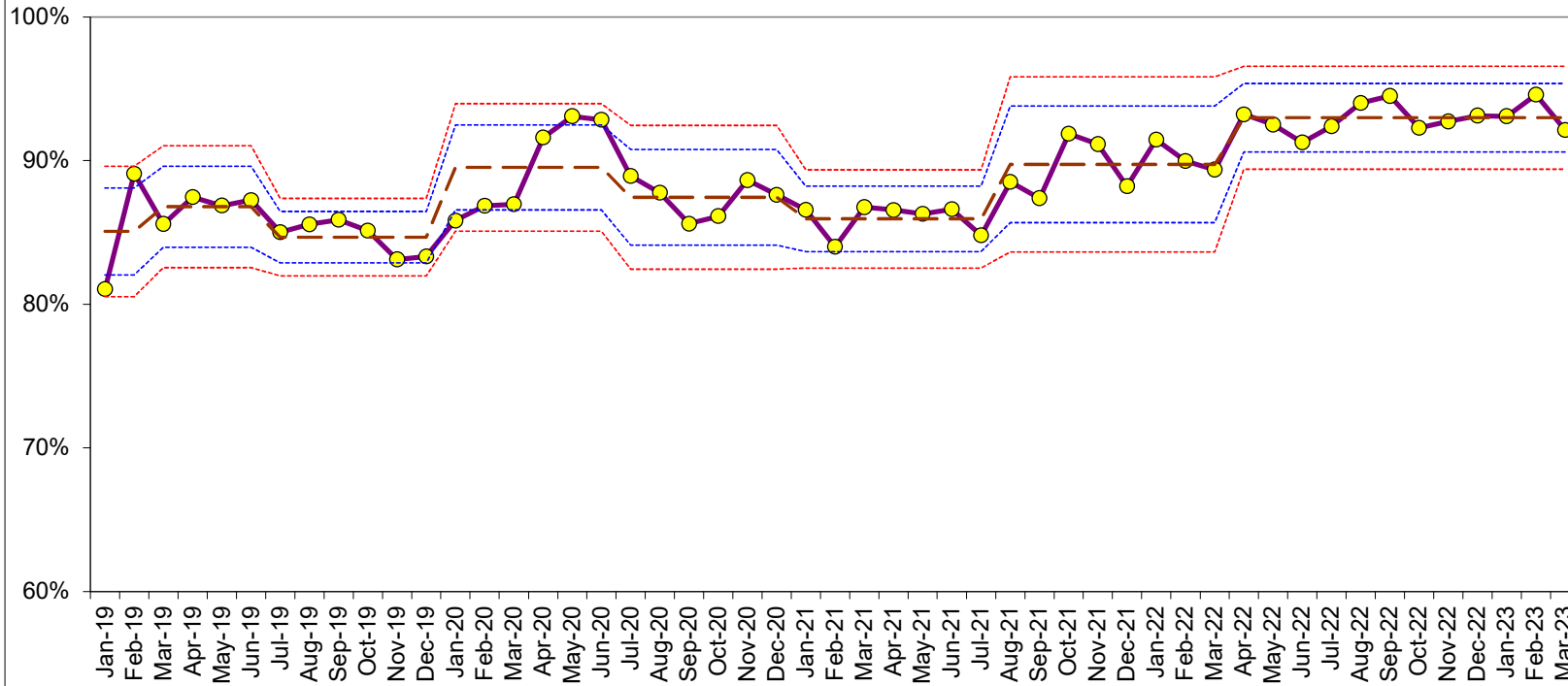
	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
Total number of CSA Offences	April - March	2,123	2,064	-2.9%	April - March	2,123	2,064	-2.9%	NA

Percentage Grade 1 Incidents Attended in 15 minutes



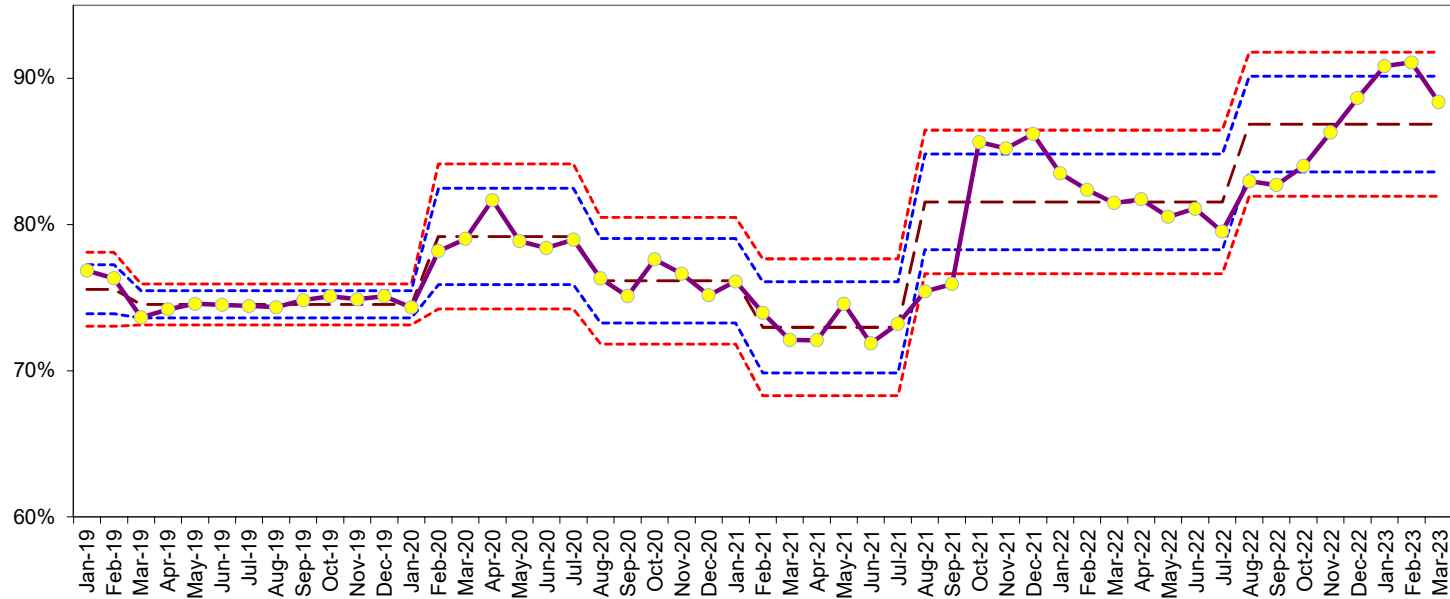
	Rolling 12 month period	Last Year	This Year	PP Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	PP Change This Year Compared to Last Year	MSG Position
Percentage of Grade 1 incidents attended within 15 minutes	April - March	86.1%	90.4%	4.26%	April - March	86.1%	90.4%	4.26%	NA

Percentage Grade 1 Domestic Abuse Incidents Attended in 15 minutes

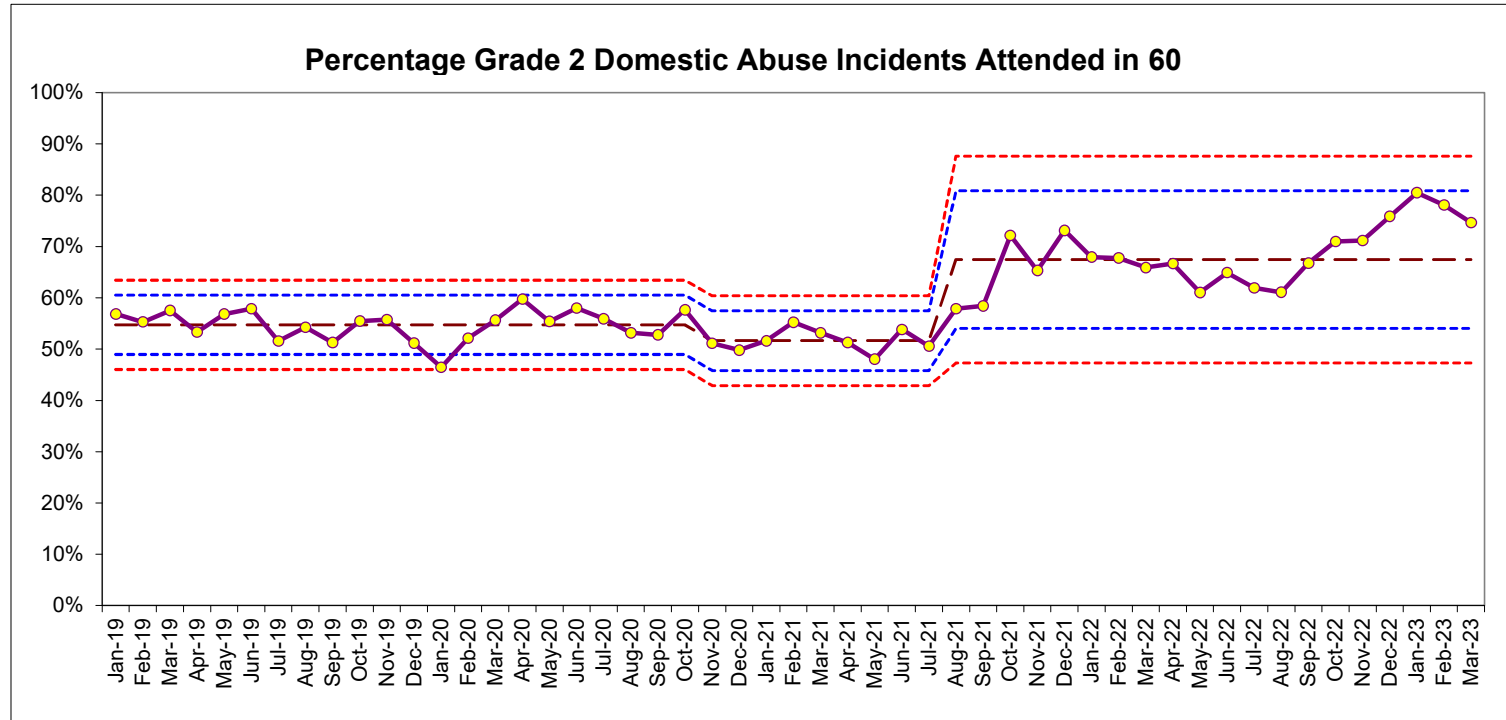


	Rolling 12 month period	Last Year	This Year	PP Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	PP Change This Year Compared to Last Year	MSG Position
Percentage of Grade 1 DA incidents attended within 15 minutes	April - March	88.3%	93.1%	4.8%	April - March	88.3%	93.1%	4.8%	NA

Percentage Grade 2 Incidents Attended in 60 minutes



	Rolling 12 month period	Last Year	This Year	PP Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	PP Change This Year Compared to Last Year	MSG Position
Percentage of Grade 2 incidents attended within 60 minutes	April - March	79.0%	84.8%	5.76%	April - March	79.0%	84.8%	5.76%	NA



	Rolling 12 month period	Last Year	This Year	PP Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	PP Change This Year Compared to Last Year	MSG Position
Percentage of Grade 2 DA incidents attended	April - March	61.3%	69.4%	8.1%	April - March	61.3%	69.4%	8.1%	NA

PUBLIC SCRUTINY BOARD

April 2023

CHESHIRE CONSTABULARY PEOPLE SERVICES PERFORMANCE REPORT

QUARTER 4 JANUARY 2023 – MARCH 2023

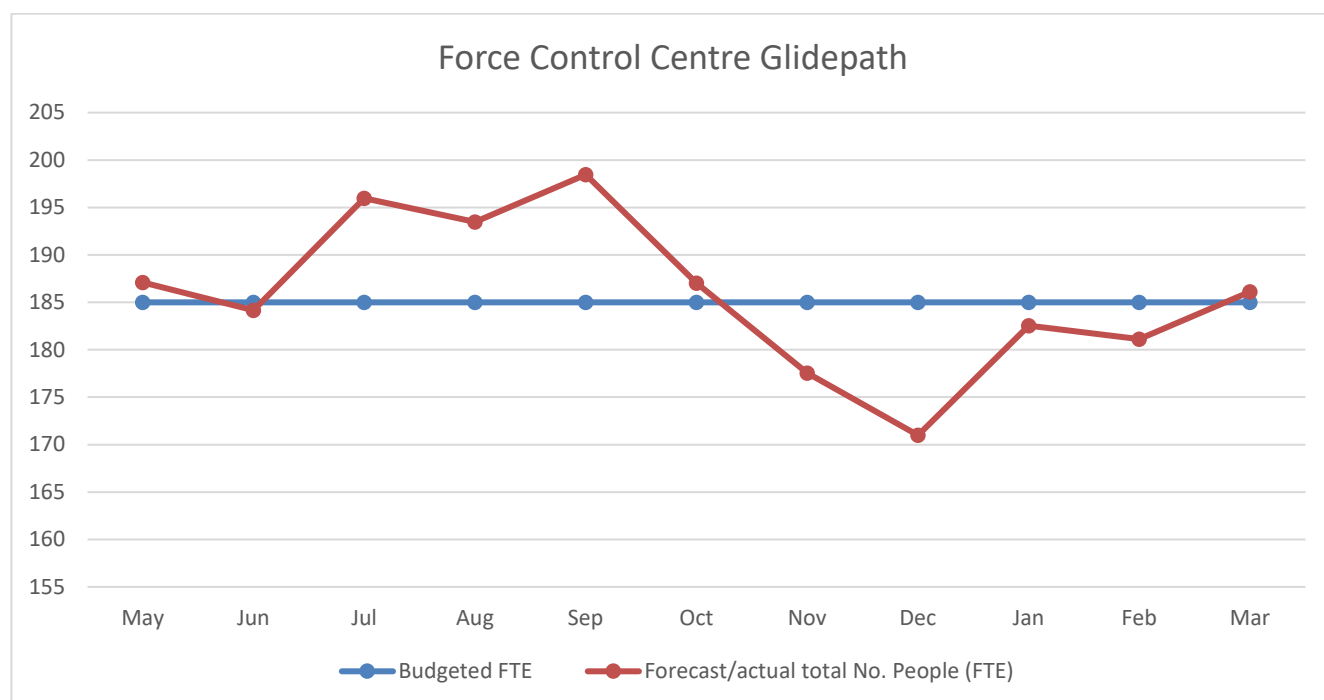
WORKFORCE CAPACITY

Police Officer Recruitment - Uplift Glidepath

As part of the Police Uplift Programme (PUP) the Constabulary closely monitors Officer recruitment. The following chart shows the glidepath of the final year intakes to achieve our commitment in year 3. The below is focussed on the mandatory target of 300 additional officers and shows the force has achieved the National Police Uplift Programme target.



Force Control Centre Recruitment Glidepath



The above chart shows that the force has ended the year slightly above the budgeted establishment of 186.12 FTE.

An intake of 10.00 FTE Force Control Operators on 27th March 2023 supported with achieving this and planning is in place in relation to the Forces Control Operators to ensure that the pipeline of applicants remains strong to ensure that the force maintains the establishment of 185.00 FTE across 2023 – 2024.

There are planned intakes of Force Control Operators across May, July, September, and November 2023 as well as January and March 2024.

Secondments

Secondments out of Force

This year 7 Officers and 0 Staff commenced Out of Force Secondments. Please note this excludes secondments to collaborations providing a service to Cheshire Constabulary.

Substantive Rank	Seconded Rank	Host Organisation
Chief Superintendent	Assistant Chief Constable	West Midlands Police
Chief Superintendent	Chief Superintendent	HMICFRS
Superintendent	Superintendent	HMICFRS
Sergeant	Sergeant	National Police Air Service
Sergeant	Sergeant	Mayor of London Office for Policing and Crime
Constable	Sergeant	College of Policing
Constable	Constable	Counter Terrorism Police North West

Secondments into Force

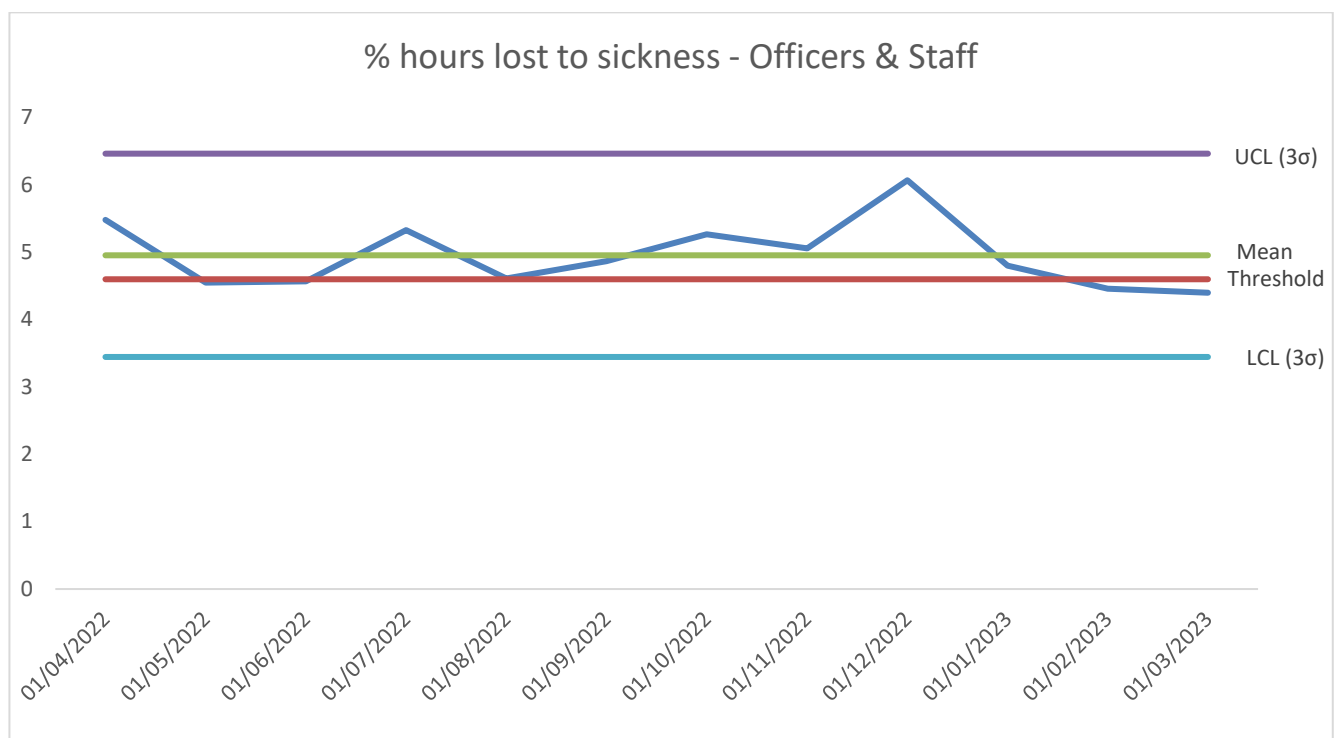
This year 1 member of Staff commenced a secondment into Cheshire Constabulary

Post	Home Organisation	Comment
Scale 6 Independent Domestic Abuse Advocate	Cheshire West and Chester	Grant Funded by the OPCC

WELLBEING AND ENGAGEMENT

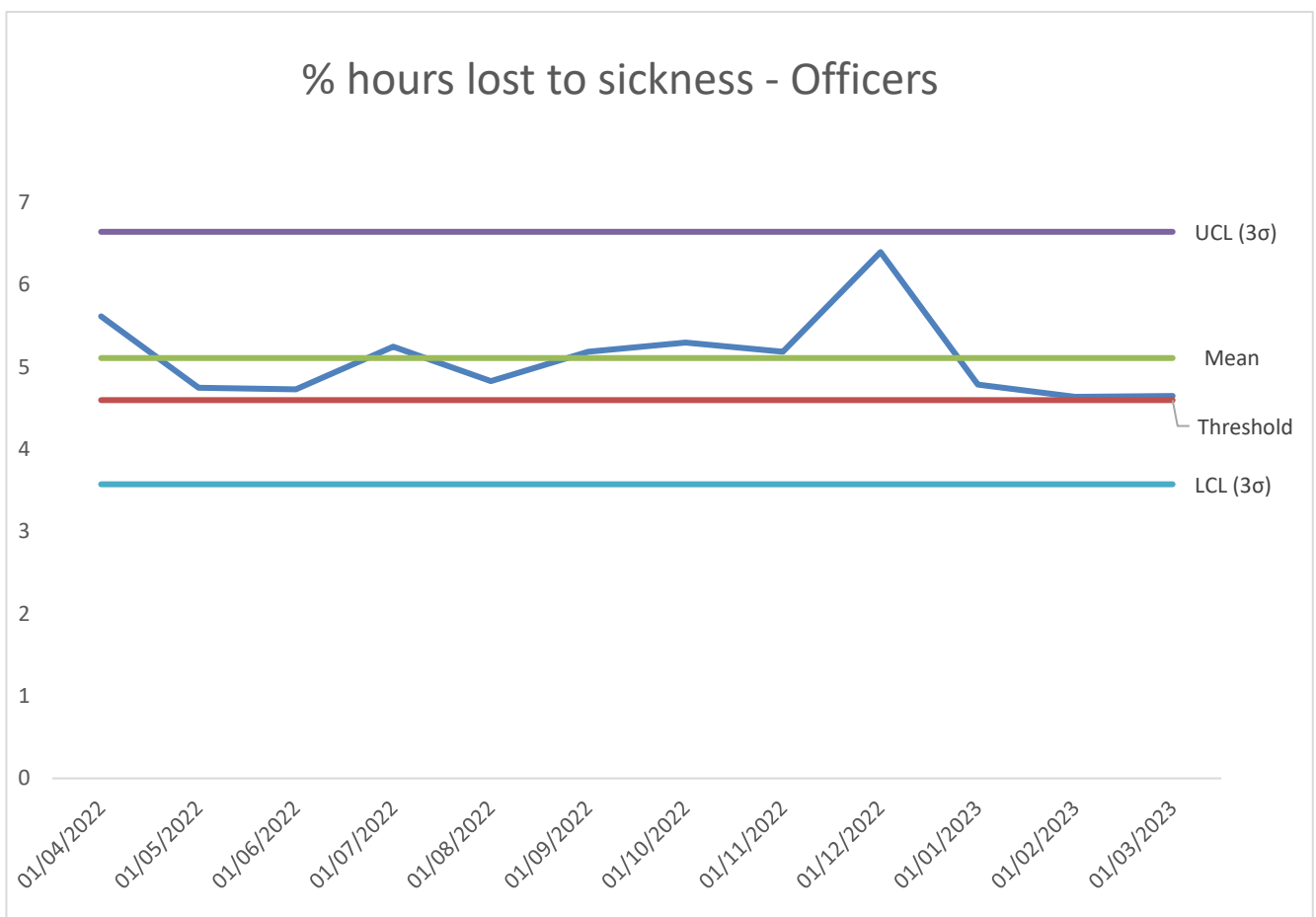
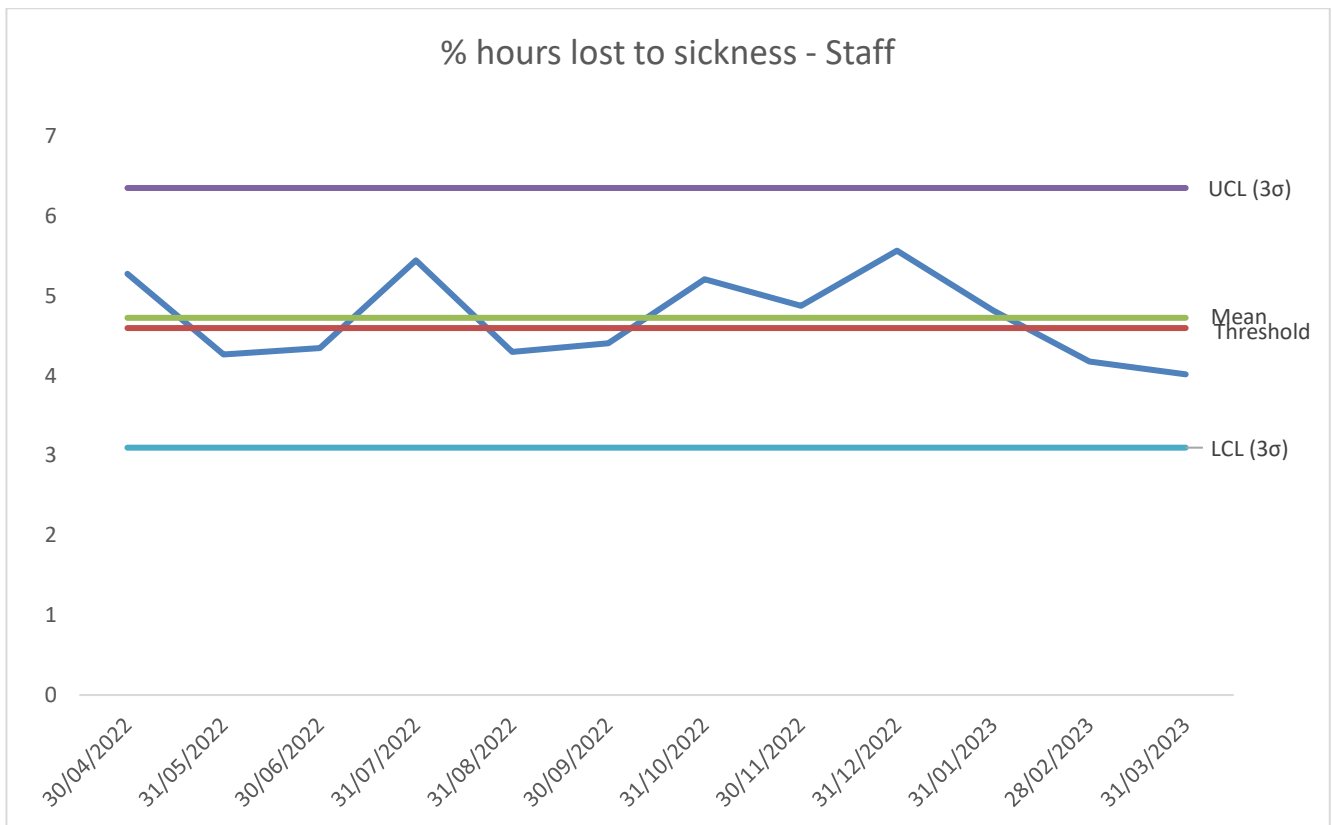
Sickness Absence

% Hours lost due to sickness													
	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Total
Officers	5.62 %	4.75 %	4.73 %	5.25 %	4.83 %	5.19 %	5.3 %	5.19 %	6.4 %	4.79 %	4.64 %	4.65 %	5.1 %
Staff	5.28 %	4.27 %	4.35 %	5.45 %	4.3 %	4.41 %	5.21 %	4.88 %	5.57 %	4.82 %	4.18 %	4.02 %	4.72 %
Officers & Staff	5.48 %	4.55 %	4.57 %	5.33 %	4.61 %	4.87 %	5.27 %	5.06 %	6.07 %	4.8 %	4.46 %	4.4 %	4.95 %



Following the spike in December due to a high number of short-term minor illness cases sickness has reduced during the first quarter of the year and is below the force threshold of 4.6%.

Anxiety/Stress/Depression remained as the highest reason for absence across the Force for the full quarter, this was followed by Minor Illness and then Hospital Investigation/Treatment/Operation. HRBPs and Advisors are working in partnership with local Managers and the Police Federation/Unison to review absence cases to ensure that appropriate support is in place to assist recovery and facilitate a return to work where appropriate.



Breakdown of sickness cases as at 31st March 2023

Long Term	29 days +	61
Medium Term	8-28 days	43
Short Term	1-7 days	55

Highest reasons for absence over the last three months Police Officers & Police Staff

	Reason 1	Days	Reason 2	Days	Reason 3	Days
January	Anxiety/Stress/ Depression	1174 days	Minor Illness	757 days	Hospital Investigation / Treatment / Op	371 Days
February	Anxiety/Stress/ Depression	1042 days	Minor Illness	617 days	Hospital Investigation / treatment / Op	251 days
March	Anxiety/Stress/ Depression	1111 days	Minor Illness	681 days	Hospital Investigation / Treatment / Op	251 days

Police Officers Only

	Reason 1	Days	Reason 2	Days	Reason 3	Days
January	Anxiety/Stress/ Depression	761 days	Minor Illness	341 days	Musculo Skeletal Disorder	193 days
February	Anxiety/Stress/ Depression	741 days	Minor Illness	295 days	Musculo Skeletal Disorder	155 days
March	Anxiety / Stress/ Depression	752 days	Minor illness	321 days	Musculo Skeletal Disorder	139 days

Police Staff Only

	Reason 1	Days	Reason 2	Days	Reason 3	Days
January	Minor Illness	416 days	Anxiety/Stress / Depression	413 days	Hospital Investigation / Treatment / Op	221 days
February	Minor Illness	322 days	Anxiety/Stress/ Depression	301 days	Hospital Investigation / Treatment / Op	207 days
March	Minor Illness	360 days	Anxiety / Stress / Depression	359 days	Hospital Investigation / Treatment / Op	134 days

III Health Retirements for Police Officers and Police Staff

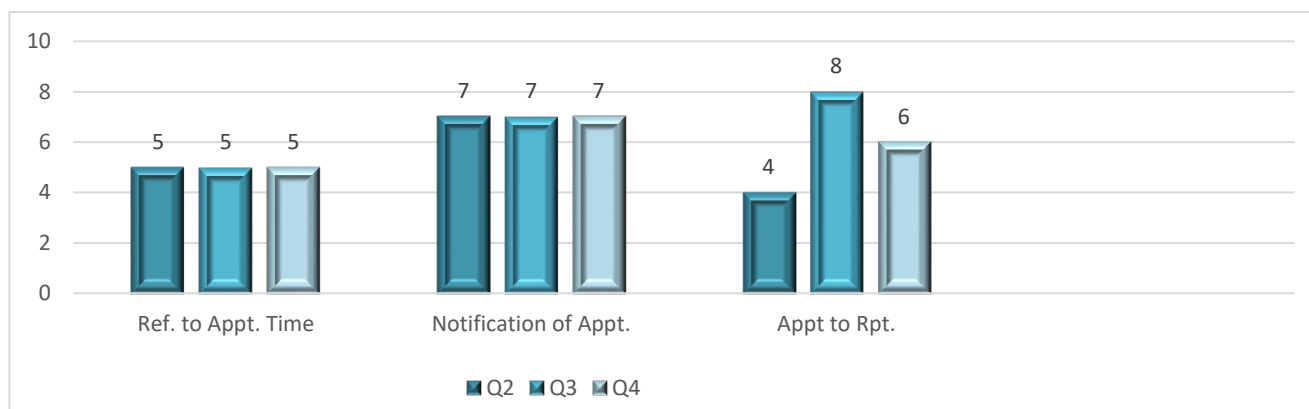
There have been 7 Police Officer III Health retirements in Quarter 4.

There have been no Police Staff III Health retirements during Quarter 4.

Overview of Staff Referral Rates

This report outlines referral rates and the reasons for referral for the Constabulary's Occupational Health provider HealthWorks, EAP provider Health Assured, and psychological counselling provider Vivup. The purpose of the report is to highlight increases in medical and psychological referrals and to highlight any trends identified.

Occupational Health Provision – HealthWorks

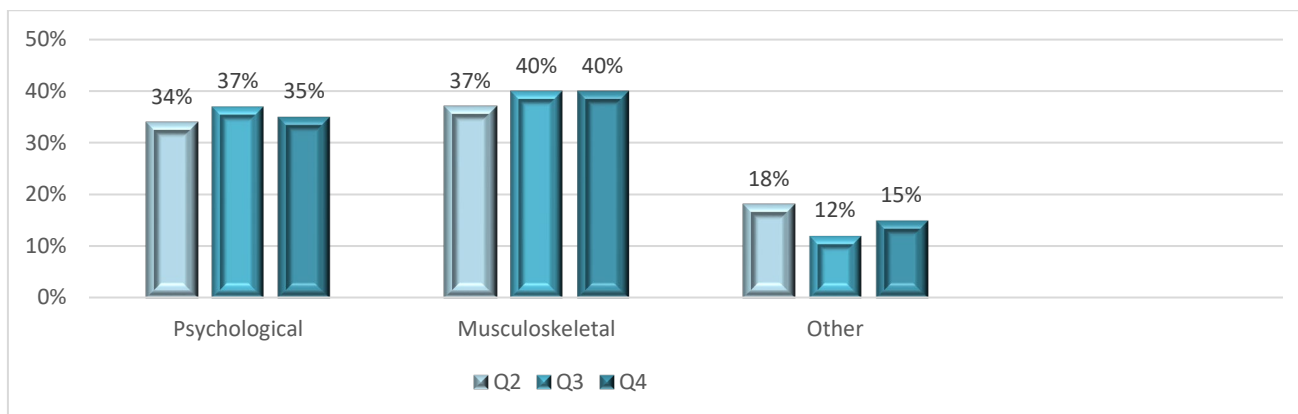


HealthWorks continues with a hybrid model of conducting telephone and onsite medicals at Headquarters which is working well.

Referral to notification time has remained the same at 5 days in Q3 and Q4 against the KPI of 10 days. Referral to appointment time remains the same as Q1, Q2 and Q3 at 7 days against the KPI of 10 days.

Appointment to report available has reduced from 8 days in Q3 to 6 days in Q4 against the KPI 4 days. This increase in waiting time for reports has been addressed by increasing OHA provision and making improvements to the administration of the service. It is anticipated that the waiting time will reduce further in the next quarter.

Top 3 referrals by medical condition show a decrease in psychological referrals in Q4 to 35% compared with 37% in Q3. Musculoskeletal referrals remained at 40% in Q4 and Q3. There has been an increase under the category 'Other' in Q4 to 15% compared to 12% in Q3, this captures conditions not listed elsewhere in reason for medical referral categories:



Consultative Support

The new consultative support process commenced in September 2022 with the introduction of a psychological questionnaire and scoring using a rag status to identify which roles require psychological support and the frequency this is required:

	Questionnaires Sent Out	Questionnaires Returned	Appointments Booked	F	M	Scored Red	Scored Amber	Scored Yellow	Scored Green
Phase 1	144	110	53	69	41	53	23	24	10
Phase 2	0	55	20	30	25	20	11	21	3
Phase 3	480	99	63	36	63	63	12	16	8

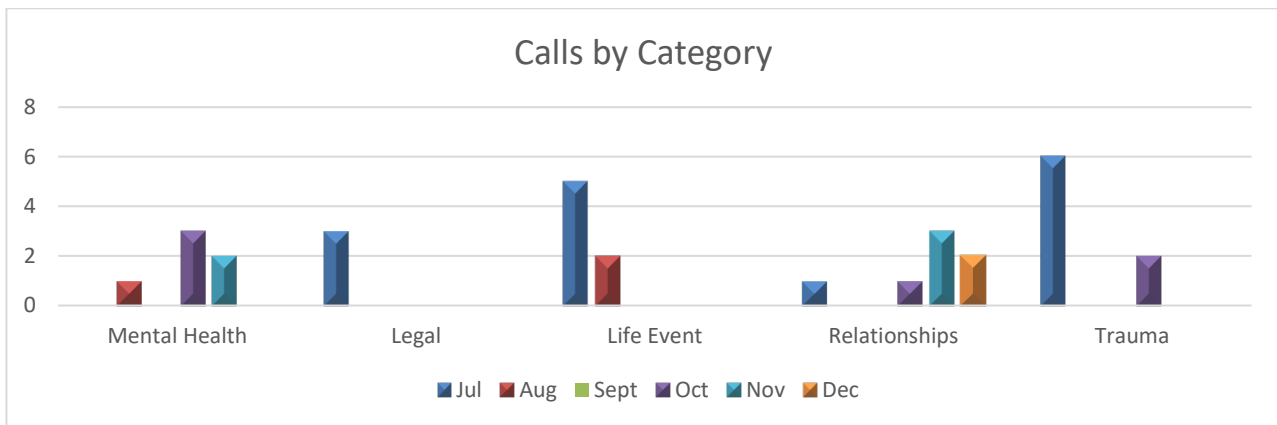
Feedback questionnaires were sent to all individuals that scored Red and this has been returned positive to date:

- 94% of individuals felt that the score they received in their questionnaire reflected the support they may require in their current role and that the counsellor understood the role they perform during the session.
- 88% of individuals felt that they were offered appropriate access to support available and 82% felt that the session they attended was beneficial to support them in their current role.
- On a score of 1-5 (5 being the highest) individuals rated their overall Consultative Support experience at 4.29

Further work around encouraging individuals' complete questionnaires is ongoing.

Health Assured – Employee Assistance Programme

EAP Advice Calls by Category

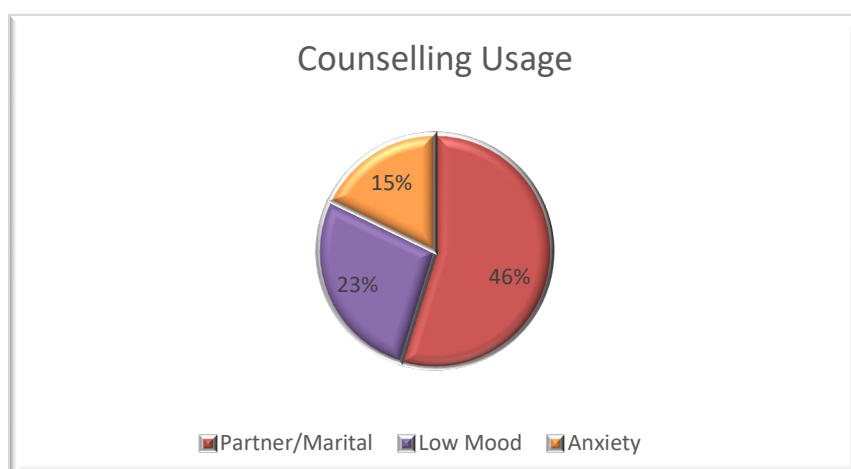


There has been a reduction of advice calls to Health Assured in Q4, 13 compared to 18 in Q3. The highest category of calls taken in Q4 relate to mental health followed by relationship problems.

Counselling Usage

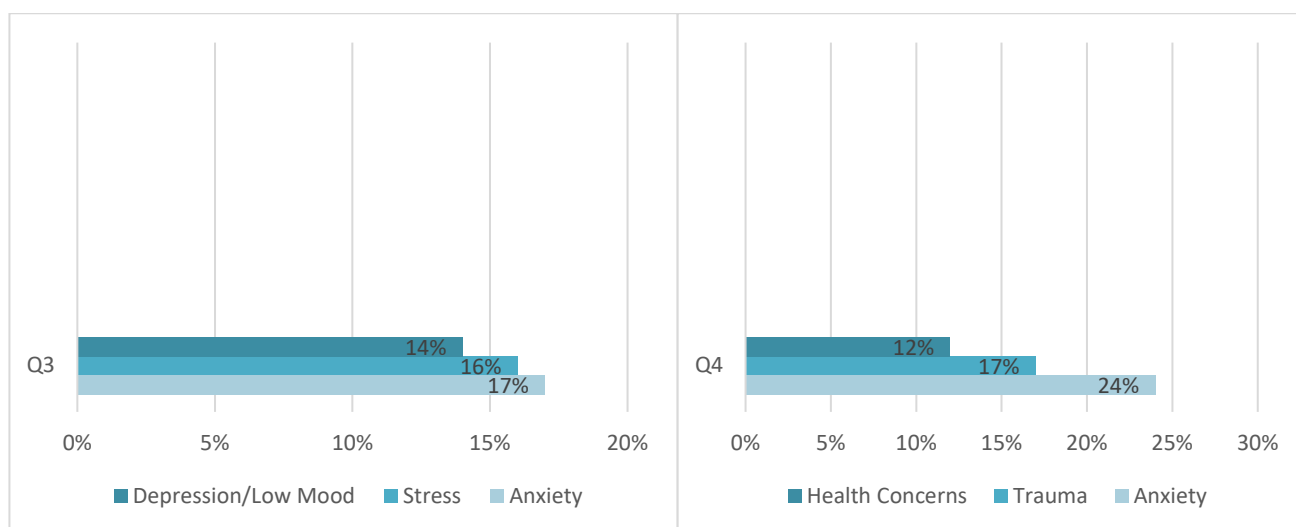
Health Assured also provide a set allocation of 11 sets of 6 sessions, equating to 66 sessions per annum.

In the last quarter there has been a reduction in the volume of counselling calls from 21 in Q3 to 13 in Q4. Partner/marital issues were the most common reason for counselling calls in Q4 equating to 46% followed by low mood representing 23% and anxiety representing 15%.



Vivup - psychological services provider

A breakdown of the top three presenting issues is provided below:



During Q4 there were 76 counselling referrals via the 24/7 psychological support helpline:

October - 29 entered, 176 total conducted

November – 31 entered, 213 total conducted

December – 16 entered, 157 total conducted

The highest presenting condition reported in Q4 related to anxiety, followed by trauma, and health concerns.

Vivup provide a blended approach to psychological support through telephone, virtual and face to face. During Q4 telephone counselling was the highest (180 over 3 months), followed by virtual (40 over the 3 months) and face to face (34 over the 3 months).

Preventative Care Programme – Northwest Police Benevolent Fund (NWPBF)

Current Cheshire Constabulary Benevolent Fund members

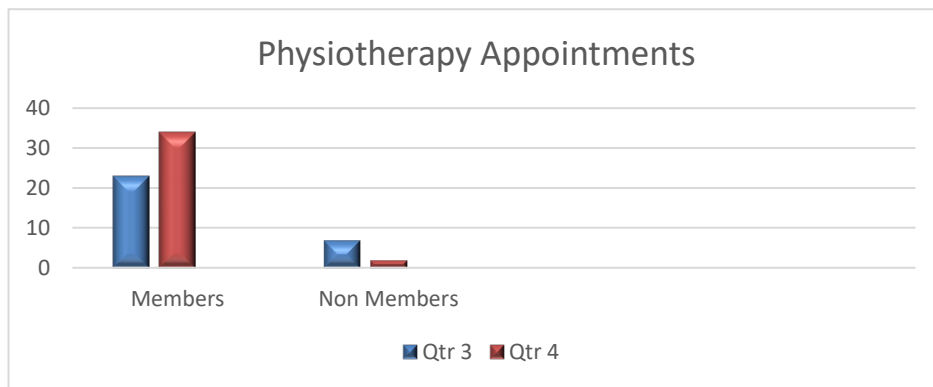
Serving officers – 1333

Retired officers – 759

Of the above members who pay into the benevolent fund through Federation **5 retired members and 29 serving** members have applied for and received treatment from the Ben Fund in 2023.

Physiotherapy Service Level Agreement

Since 2015 an SLA has been in place with the Constabulary where an annual sum of £25k is paid to facilitate the treatment of non-Ben Fund members by physiotherapists at Force HQ.



During Q4 34 members received physiotherapy treatment compared to 23 in Q3. 2 non-members received physiotherapy treatment in Q4 compared to 7 in Q3. All physiotherapy appointments take place at the Wellbeing Centre at Police Headquarters

Force Preventative Care Programme

The North West Police Ben Fund facilitate proactive respite breaks at St Michael's Lodge and Cheshire Constabulary provide for 400 officers and staff who are not current members of the fund. Cohorts of up to ten at a time come to St Michael's Lodge for a twenty-four-hour period for respite and decompression. Individuals have access relaxation treatments and classes.

Following active promotion of this service there has been an increase in the number of referrals, as of March 2023, 169 places have been booked, with a further 30 places reserved for Op Hummingbird during summer 2023, bringing the total to 199 leaving 201 sessions for the remainder of 2023.

The below report covers Q4 TISM referrals and follow-ups.

Traumatic Incident Stress Management (TISM) Report

In line audit requirements a TISM report will be provided on a quarterly basis. The report provides a detailed account of the number of traumatic incidents requested; the confirmed timescales outlining the date a TISM is requested and the date it has been completed. It also details the dates a follow-up has taken place with line supervisors/line managers. Line Managers are contacted to ensure follow up support is in place week 1, week 4 and 6 months following a TISM Debrief.

LPU/ Department	Incident Type	TISM Requested	TISM Meeting Date	TISM Officer Week 1 Follow- up	HR 4 Week Follow- up	HR 6 Months Follow up
Runcorn Resp / CSI	IML1433161 House fire FCC 14/12	07/01/23	10/01/23	17/01/23	10/02/23	
Warr LPU	IML 1441133 Murder (Op Boosted 22/12)	19/01/23	05/02/23	15/02/23	05/03/23	Due 05/08/23
Runcorn	IML-1473578 SUDIC	07/02/23	24/02/23	3/03/23	24/03/23	Due 24/08/23
WARR LPU AIT / Resp	IML 1476832 - Culcheth Murder	11/02/23	20/2/23 part 1	2/03/23	20/03/23	Due 20/08/23
WARR LPU AIT / Resp	IML 1476832 - Culcheth Murder	11/02/23	27/02/23 part 2	17/03/23	27/03/23	Due 27/08/23
WARR LPU / CSI / AAP	IML 1476832 - Culcheth Murder	11/02/23	7/03/23 part 3	10/03/23	07/04/23	Due 7/09/23
Northwich	IML 1480989 - Child Neg	17/02/23	28/02/23	20/03/23	28/03/23	Due 28/08/23
OCAIT/PST	Occ- 22000643770 OCAIT Op Footnote	07/03/23	14/03/23	27/03/23	Due 14/04/23	Due 14/09/23
LPU	1497326 - Pedestrian serious	11/03/23	22/03/23 prt1	22/03/23	Due 11/04/23	Due 22/09/23
LPU	1497326 - Pedestrian serious	11/03/23	2/03/23 prt 2	27/03/23	Due 27/04/23	Due 27/09/23
LPU	IML 1504176 fatal RTC on the M62	21/3/23	24/3/23	Due 31/03/23	Due 24/04/23	Due 24/09/23

Grievances raised by Police Officers and Police Staff in Q4

During Quarter 4 there have been 8 grievances raised as illustrated in the table below:

Date Received	Employment Status	Summary	Status	Concluded
19 January 2023	Police Staff	Police Staff has raised a grievance in relation to their working conditions	Investigation Manager assigned – grievance investigation in progress	
7 February 2023	Police Staff	Police Staff has raised a grievance in relation to a management decision	Grievance investigation concluded	Partially Upheld
14 February 2023	Police Staff	Police Staff has raised a grievance in relation to the recruitment process	Investigation Manager assigned – grievance investigation in progress	
17 February 2023	Police Officer	Police Officer has raised a grievance in relation to management action	Investigation Manager assigned – grievance investigation in progress	
21 February 2023	Police Staff	Police Staff has raised a grievance in relation to a management decision	Grievance investigation concluded	Partially Upheld
23 February 2023	Police Staff	Police Staff has raised a grievance in	Investigation Manager assigned –	

		relation to a management decision	grievance investigation in progress	
9 March 2023	Police Staff	Police Staff has raised a grievance in relation to a management decision	Investigation Manager assigned – grievance investigation in progress	
25 March 2023	Police Staff	Police Staff has raised a grievance in relation to a management decision	Investigation Manager assigned – grievance investigation in progress	

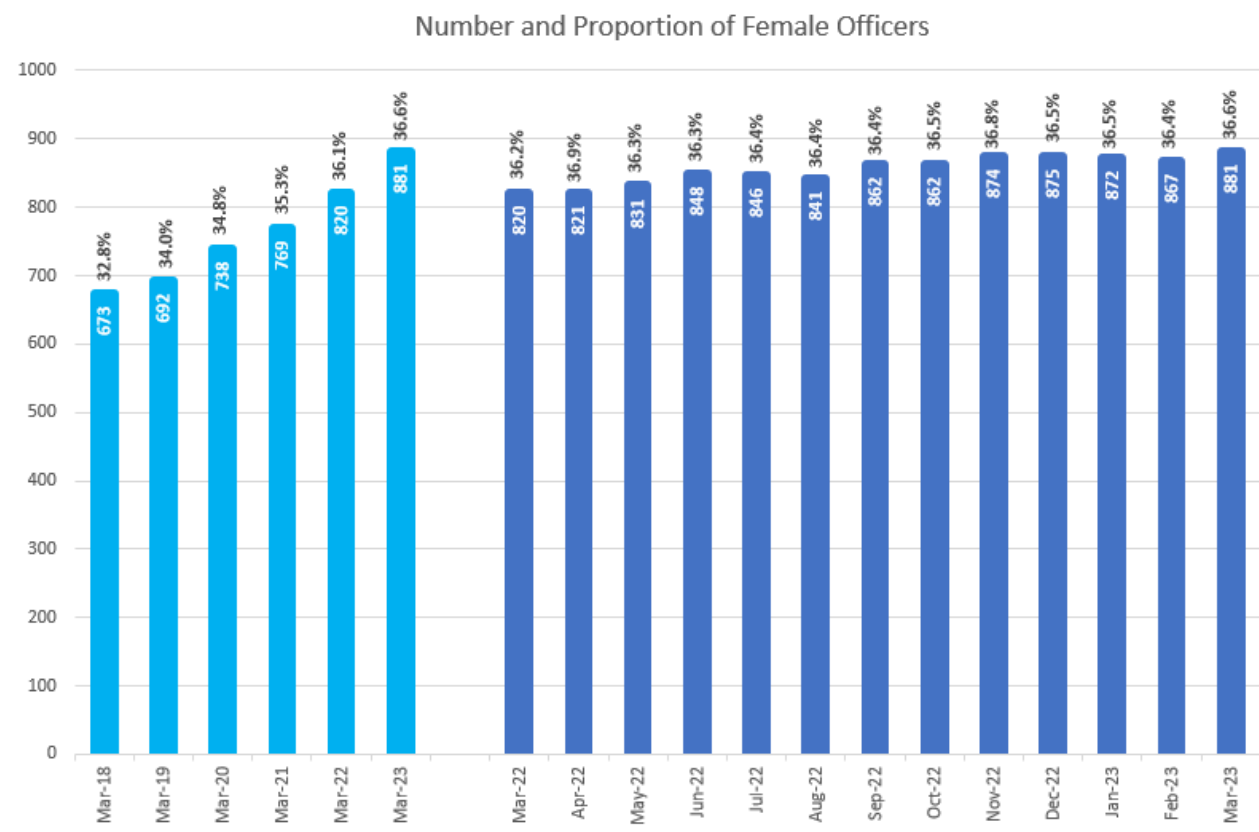
Gender	
Female	2
Male	6
Disability	
Yes	2
No	3
Unknown	3
Age	
25 – 40	2
41 – 55	4
Over 55	2
Ethnic Origin	
White British	8
Sexual Orientation	
Heterosexual	4
Unknown	4
Religion / Belief	
Catholic	1
Christian	3
No Religion	1
Unknown	3

Diversity, Equality & Inclusion

Female Representation

The following shows progress in respect of female representation. Cheshire's representation rate of females in force is 36.6%.

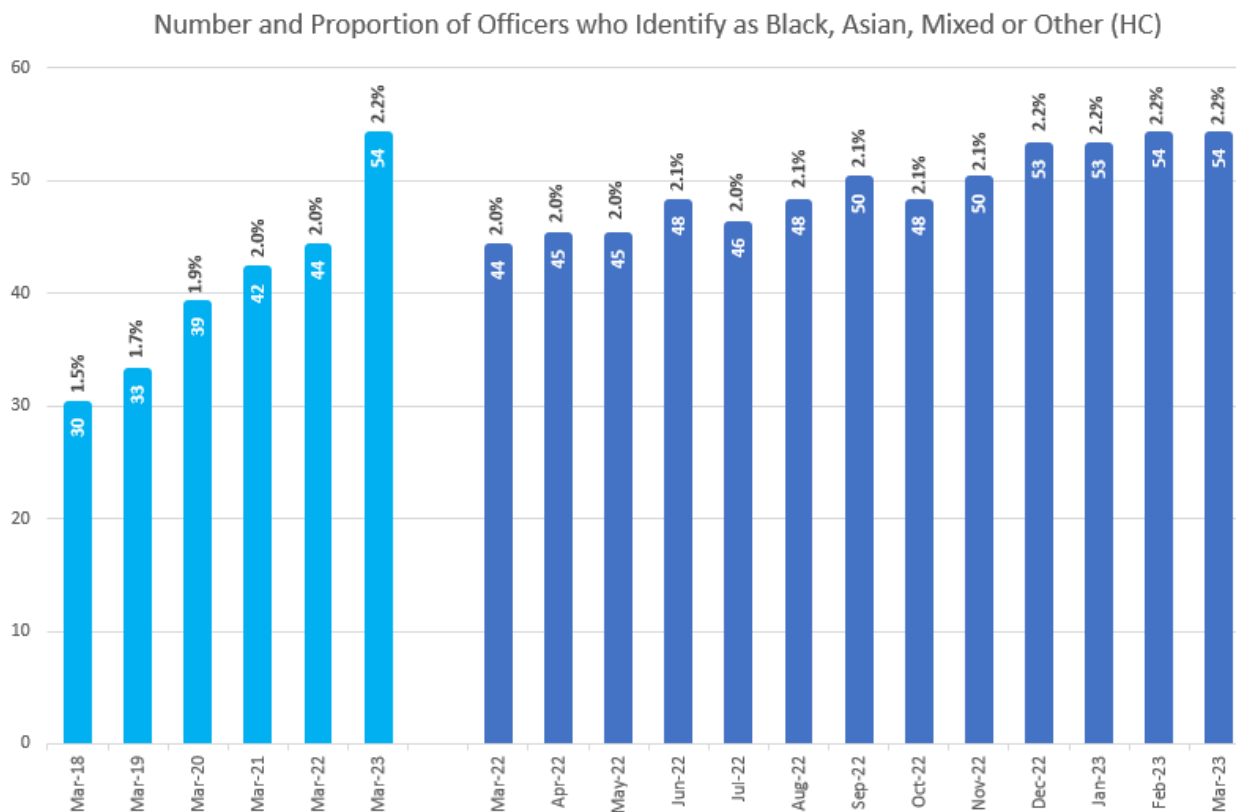
As we can see from the below this representation rate has been consistent for Cheshire over the last 12 months and has been increasing since March 2018.



Ethnicity Representation

The following shows progress in respect of ethnicity representation. Cheshire's representation of Black, Asian, Mixed or Others across the force is (2.2%).

As we can see from the below this representation rate has been consistent for Cheshire over the last 12 months and has been increasing since March 2018.



Breakdown of protected characteristics by headcount

Police Officers, PCSOs, Police Staff & Specials Ethnicity

NB. Includes staff from Tiers 1 – 3 including those on secondment

NB. This data is headcount and includes therefore part time / job share posts. Data as at 31 March 2023

	Asian Headcount	%	Black Headcount	%	Mixed Headcount	%	Other Headcount	%	Prefer not to say Headcount	%	White Headcount	%	(blank) Headcount	%	Total Headcount	Total %
1. Officer																
1. Chief Officers		0.00%		0.00%	1	20.00%		0.00%		0.00%	4	80.00%		0.00%	5	100.00%
2. Chief Superintendent		0.00%		0.00%		0.00%		0.00%		0.00%	5	100.00%		0.00%	5	100.00%
3. Superintendent		0.00%		0.00%		0.00%		0.00%		0.00%	21	100.00%		0.00%	21	100.00%
4. Chief Inspector	2	6.06%		0.00%		0.00%		0.00%	1	3.03%	30	90.91%		0.00%	33	100.00%
5. Inspector		0.00%		0.00%	2	1.67%		0.00%	3	2.50%	115	95.83%		0.00%	120	100.00%
6. Sergeant	2	0.51%	1	0.26%	5	1.28%		0.00%	5	1.28%	377	96.42%	1	0.26%	391	100.00%
7. Constable	15	0.81%	2	0.11%	22	1.19%	2	0.11%	17	0.92%	1785	96.54%	6	0.32%	1849	100.00%
1. Officer Total	19	0.78%	3	0.12%	30	1.24%	2	0.08%	26	1.07%	2337	96.41%	7	0.29%	2424	100.00%
2. PCSO																
PCSO		0.00%	2	1.40%	2	1.40%	1	0.70%	2	1.40%	136	95.10%		0.00%	143	100.00%
2. PCSO Total		0.00%	2	1.40%	2	1.40%	1	0.70%	2	1.40%	136	95.10%		0.00%	143	100.00%
3. Staff																
1. SM Grades		0.00%		0.00%		0.00%		0.00%	1	3.85%	25	96.15%		0.00%	26	100.00%
2. PO Grades	2	1.18%		0.00%	1	0.59%		0.00%	5	2.96%	161	95.27%		0.00%	169	100.00%
3. SO Grades		0.00%	2	0.84%	5	2.11%	1	0.42%	3	1.27%	226	95.36%		0.00%	237	100.00%
4. Scales 4-6	6	0.57%	6	0.57%	2	0.19%		0.00%	24	2.27%	1013	95.93%	5	0.47%	1056	100.00%
5. Scales 1-3	1	0.45%	1	0.45%	2	0.90%		0.00%	6	2.71%	211	95.48%		0.00%	221	100.00%
3. Staff Total	9	0.53%	9	0.53%	10	0.59%	1	0.06%	39	2.28%	1636	95.73%	5	0.29%	1709	100.00%
4. Specials																
Special	3	1.90%	2	1.27%	2	1.27%		0.00%	2	1.27%	148	93.67%	1	0.63%	158	100.00%
4. Specials Total	3	1.90%	2	1.27%	2	1.27%		0.00%	2	1.27%	148	93.67%	1	0.63%	158	100.00%
Grand Total	31	1%	16	0%	44	1%	4	0%	69	2%	4257	96%	13	0%	4434	100%

Police Officers, PCSOs, Police Staff & Specials by gender

NB. Includes staff from Tiers 1 – 3 including those on secondment

NB. This data is headcount and includes therefore part time / job share posts. Data as at 31 March 2023

	Female Headcount	%	Male Headcount	%	Prefer not to say Headcount	%	Prefer to self describe Headcount	%	(blank) Headcount	%	Total Headcount	Total %
1. Officer												
1. Chief Officers	1	20.00%	4	80.00%		0.00%		0.00%		0.00%	5	100.00%
2. Chief Superintendent	2	40.00%	3	60.00%		0.00%		0.00%		0.00%	5	100.00%
3. Superintendent	9	42.86%	12	57.14%		0.00%		0.00%		0.00%	21	100.00%
4. Chief Inspector	8	24.24%	25	75.76%		0.00%		0.00%		0.00%	33	100.00%
5. Inspector	42	35.00%	77	64.17%	1	0.83%		0.00%		0.00%	120	100.00%
6. Sergeant	98	25.06%	290	74.17%	2	0.51%	1	0.26%		0.00%	391	100.00%
7. Constable	726	39.26%	1117	60.41%	4	0.22%		0.00%	2	0.11%	1849	100.00%
1. Officer Total	886	36.55%	1528	63.04%	7	0.29%	1	0.04%	2	0.08%	2424	100.00%
2. PCSO												
PCSO	74	51.75%	68	47.55%	1	0.70%		0.00%		0.00%	143	100.00%
2. PCSO Total	74	51.75%	68	47.55%	1	0.70%		0.00%		0.00%	143	100.00%
3. Staff												
1. SM Grades	12	46.15%	14	53.85%		0.00%		0.00%		0.00%	26	100.00%
2. PO Grades	95	56.21%	71	42.01%	3	1.78%		0.00%		0.00%	169	100.00%
3. SO Grades	134	56.54%	102	43.04%	1	0.42%		0.00%		0.00%	237	100.00%
4. Scales 4-6	716	67.80%	337	31.91%	2	0.19%	1	0.09%		0.00%	1056	100.00%
5. Scales 1-3	163	73.76%	58	26.24%		0.00%		0.00%		0.00%	221	100.00%
3. Staff Total	1120	65.54%	582	34.06%	6	0.35%	1	0.06%		0.00%	1709	100.00%
4. Specials												
Special	34	21.52%	122	77.22%		0.00%		0.00%	2	1.27%	158	100.00%
4. Specials Total	34	21.52%	122	77.22%		0.00%		0.00%	2	1.27%	158	100.00%
Grand Total	2114	48%	2300	52%	14	0%	2	0%	4	0%	4434	100%

Police Officers, PCSOs, Police Staff & Specials by disability

NB. Includes staff from Tiers 1 – 3 including those on secondment

NB. This data is headcount and includes therefore part time / job share posts. Data as at 31 March 2023

	No		Prefer not to say		Yes		Total Headcount	Total %
	Headcount	%	Headcount	%	Headcount	%		
1. Officer								
1. Chief Officers	4	80.00%		0.00%	1	20.00%	5	100.00%
2. Chief Superintendent	5	100.00%		0.00%		0.00%	5	100.00%
3. Superintendent	21	100.00%		0.00%		0.00%	21	100.00%
4. Chief Inspector	31	93.94%		0.00%	2	6.06%	33	100.00%
5. Inspector	108	90.00%	1	0.83%	11	9.17%	120	100.00%
6. Sergeant	378	96.68%	1	0.26%	12	3.07%	391	100.00%
7. Constable	1802	97.46%	2	0.11%	45	2.43%	1849	100.00%
1. Officer Total	2349	96.91%	4	0.17%	71	2.93%	2424	100.00%
2. PCSO								
PCSO	137	95.80%	2	1.40%	4	2.80%	143	100.00%
2. PCSO Total	137	95.80%	2	1.40%	4	2.80%	143	100.00%
3. Staff								
1. SM Grades	26	100.00%		0.00%		0.00%	26	100.00%
2. PO Grades	160	94.67%		0.00%	9	5.33%	169	100.00%
3. SO Grades	229	96.62%		0.00%	8	3.38%	237	100.00%
4. Scales 4-6	1005	95.17%	3	0.28%	48	4.55%	1056	100.00%
5. Scales 1-3	207	93.67%	2	0.90%	12	5.43%	221	100.00%
3. Staff Total	1627	95.20%	5	0.29%	77	4.51%	1709	100.00%
4. Specials								
Special	151	95.57%	1	0.63%	6	3.80%	158	100.00%
4. Specials Total	151	95.57%	1	0.63%	6	3.80%	158	100.00%
Grand Total	4264	96%	12	0%	158	4%	4434	100%

Police Officers, PCSOs, Police Staff & Specials by age

NB. Includes staff from Tiers 1 – 3 including those on secondment

NB. This data is headcount and includes therefore part time / job share posts. Data as at 31 March 2023

	26-40		41-55		Over 55		Under 26		Total Headcount	Total %
	Headcount	%	Headcount	%	Headcount	%	Headcount	%		
1. Officer										
1. Chief Officers		0.00%	4	80.00%	1	20.00%		0.00%	5	100.00%
2. Chief Superintendent	1	20.00%	3	60.00%	1	20.00%		0.00%	5	100.00%
3. Superintendent	2	9.52%	19	90.48%		0.00%		0.00%	21	100.00%
4. Chief Inspector	6	18.18%	27	81.82%		0.00%		0.00%	33	100.00%
5. Inspector	32	26.67%	83	69.17%	5	4.17%		0.00%	120	100.00%
6. Sergeant	128	32.74%	256	65.47%	6	1.53%	1	0.26%	391	100.00%
7. Constable	993	53.70%	577	31.21%	25	1.35%	254	13.74%	1849	100.00%
1. Officer Total	1162	47.94%	969	39.98%	38	1.57%	255	10.52%	2424	100.00%
2. PCSO										
PCSO	52	36.36%	58	40.56%	22	15.38%	11	7.69%	143	100.00%
2. PCSO Total	52	36.36%	58	40.56%	22	15.38%	11	7.69%	143	100.00%
3. Staff										
1. SM Grades	1	3.85%	14	53.85%	11	42.31%		0.00%	26	100.00%
2. PO Grades	42	24.85%	85	50.30%	41	24.26%	1	0.59%	169	100.00%
3. SO Grades	79	33.33%	99	41.77%	53	22.36%	6	2.53%	237	100.00%
4. Scales 4-6	312	29.55%	398	37.69%	244	23.11%	102	9.66%	1056	100.00%
5. Scales 1-3	43	19.46%	70	31.67%	86	38.91%	22	9.95%	221	100.00%
3. Staff Total	477	27.91%	666	38.97%	435	25.45%	131	7.67%	1709	100.00%
4. Specials										
Special	71	44.94%	33	20.89%	11	6.96%	43	27.22%	158	100.00%
4. Specials Total	71	44.94%	33	20.89%	11	6.96%	43	27.22%	158	100.00%
Grand Total	1762	40%	1726	39%	506	11%	440	10%	4434	100%

Police Officers, PCSOs, Police Staff & Specials by Sexual Orientation

NB. Includes staff from Tiers 1 – 3 including those on secondment

NB. This data is headcount and includes therefore part time / job share posts. Data as at 31 March 2023

		Bisexual		Gay / Lesbian		Heterosexual / Straight		Prefer not to say		Prefer to self-describe		(blank)		Total Headcount	Total %
	▼	Headcount	%	Headcount	%	Headcount	%	Headcount	%	Headcount	%	Headcount	%		
1. Officer															
1. Chief Officers			0.00%		0.00%	3	60.00%	1	20.00%		0.00%	1	20.00%	5	100.00%
2. Chief Superintendent			0.00%		0.00%	1	20.00%		0.00%		0.00%	4	80.00%	5	100.00%
3. Superintendent	1	4.76%		0.00%		7	33.33%		0.00%		0.00%	13	61.90%	21	100.00%
4. Chief Inspector		0.00%		0.00%		11	33.33%		0.00%		0.00%	22	66.67%	33	100.00%
5. Inspector	1	0.83%	3	2.50%	31	25.83%	4	3.33%		0.00%	81	67.50%	120	100.00%	
6. Sergeant	3	0.77%	6	1.53%	65	16.62%	5	1.28%	2	0.51%	310	79.28%	391	100.00%	
7. Constable	39	2.11%	54	2.92%	691	37.37%	43	2.33%	8	0.43%	1014	54.84%	1849	100.00%	
1. Officer Total	44	1.82%	63	2.60%	809	33.37%	53	2.19%	10	0.41%	1445	59.61%	2424	100.00%	
2. PCSO															
PCSO	2	1.40%	7	4.90%	45	31.47%	7	4.90%		0.00%	82	57.34%	143	100.00%	
2. PCSO Total	2	1.40%	7	4.90%	45	31.47%	7	4.90%		0.00%	82	57.34%	143	100.00%	
3. Staff															
1. SM Grades		0.00%		0.00%	13	50.00%		0.00%		0.00%	13	50.00%	26	100.00%	
2. PO Grades	2	1.18%		0.00%	72	42.60%	6	3.55%		0.00%	89	52.66%	169	100.00%	
3. SO Grades	1	0.42%	5	2.11%	102	43.04%	1	0.42%		0.00%	128	54.01%	237	100.00%	
4. Scales 4-6	18	1.70%	16	1.52%	467	44.22%	22	2.08%	2	0.19%	531	50.28%	1056	100.00%	
5. Scales 1-3	4	1.81%	3	1.36%	90	40.72%	4	1.81%	1	0.45%	119	53.85%	221	100.00%	
3. Staff Total	25	1.46%	24	1.40%	744	43.53%	33	1.93%	3	0.18%	880	51.49%	1709	100.00%	
4. Specials															
Special	6	3.80%	7	4.43%	82	51.90%	8	5.06%		0.00%	55	34.81%	158	100.00%	
4. Specials Total	6	3.80%	7	4.43%	82	51.90%	8	5.06%		0.00%	55	34.81%	158	100.00%	
Grand Total	77	2%	101	2%	1680	38%	101	2%	13	0%	2462	56%	4434	100%	

Police Officers, PCSOs, Police Staff & Specials by Religion/Faith

NB. Includes staff from Tiers 1 – 3 including those on secondment

NB. This data is headcount and includes therefore part time / job share posts. Data as at 31 March 2023

	Any other religion and belief		Buddhist		Christian (including Church of England, Catholic, Protestant and all other Christian denominations)		Hindu		Jewish		Muslim		No Religion		Prefer not to say		Sikh		(blank)		Total Headcount	Total %
	Headcount	%	Headcount	%	Headcount	%	Headcount	%	Headcount	%	Headcount	%	Headcount	%	Headcount	%	Headcount	%	Headcount	%		
1. Officer																						
1. Chief Officers		0.00%		0.00%	5	100.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%	5	100.00%
2. Chief Superintendent		0.00%		0.00%	4	80.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%	1	20.00%	5	100.00%
3. Superintendent		0.00%		0.00%	17	80.95%		0.00%		0.00%		0.00%	1	4.76%		0.00%		0.00%	3	14.29%	21	100.00%
4. Chief Inspector		0.00%		0.00%	20	60.61%		0.00%		0.00%	2	6.06%	4	12.12%	1	3.03%		0.00%	6	18.18%	33	100.00%
5. Inspector		0.00%		0.00%	72	60.00%		0.00%	1	0.83%		0.00%	26	21.67%	3	2.50%		0.00%	18	15.00%	120	100.00%
6. Sergeant	2	0.51%		0.00%	208	53.20%		0.00%		0.00%	3	0.77%	85	21.74%	8	2.05%		0.00%	85	21.74%	391	100.00%
7. Constable	9	0.49%	4	0.22%	836	45.21%	2	0.11%		0.00%	8	0.43%	675	36.51%	21	1.14%	2	0.11%	292	15.79%	1849	100.00%
Officer Total	11	0.45%	4	0.17%	1162	47.94%	2	0.08%	1	0.04%	13	0.54%	791	32.63%	33	1.36%	2	0.08%	405	16.71%	2424	100.00%
2. PCSO																						
PCSO		0.00%	1	0.70%	62	43.36%		0.00%		0.00%		0.00%	42	29.37%	2	1.40%		0.00%	36	25.17%	143	100.00%
PCSO Total		0.00%	1	0.70%	62	43.36%		0.00%		0.00%		0.00%	42	29.37%	2	1.40%		0.00%	36	25.17%	143	100.00%
3. Staff																						
1. SM Grades		0.00%		0.00%	16	61.54%		0.00%		0.00%		0.00%	4	15.38%		0.00%		0.00%	6	23.08%	26	100.00%
2. PO Grades	1	0.59%	2	1.18%	71	42.01%		0.00%		0.00%	1	0.59%	43	25.44%	3	1.78%		0.00%	48	28.40%	169	100.00%
3. SO Grades	3	1.27%		0.00%	94	39.66%		0.00%		0.00%	1	0.42%	78	32.91%	3	1.27%		0.00%	58	24.47%	237	100.00%
4. Scales 4-6	12	1.14%	1	0.09%	438	41.48%	3	0.28%	1	0.09%	3	0.28%	304	28.79%	13	1.23%		0.00%	281	26.61%	1056	100.00%
5. Scales 1-3		0.00%	2	0.90%	88	39.82%		0.00%		0.00%		0.00%	54	24.43%	2	0.90%		0.00%	75	33.94%	221	100.00%
Staff Total	16	0.94%	5	0.29%	707	41.37%	3	0.18%	1	0.06%	5	0.29%	483	28.26%	21	1.23%		0.00%	468	27.38%	1709	100.00%
4. Specials																						
Special	1	0.63%	1	0.63%	54	34.18%	1	0.63%	1	0.63%	2	1.27%	73	46.20%	3	1.90%		0.00%	22	13.92%	158	100.00%
Specials Total	1	0.63%	1	0.63%	54	34.18%	1	0.63%	1	0.63%	2	1.27%	73	46.20%	3	1.90%		0.00%	22	13.92%	158	100.00%
Grand Total	28	1%	11	0%	1985	45%	6	0%	3	0%	20	0%	1389	31%	59	1%	2	0%	931	21%	4434	100%

Police and Crime Measures – Quarterly Statement

Measure: Reduce Murder and other homicide	
Recorded crime levels	For the 12 months to the end of March 2023 the Constabulary has recorded 4 homicides, higher than for 2021/22 (2) but lower than for 2020/21 (10).
Force Response	<p>Major Investigation Team (MIT) resourcing is actively managed to balance the maintenance of an effective response to homicide that does not impact on area based detective resources. With the recent low level of reported homicides, MIT specialist investigative resources are routinely providing support to area investigation resources including supporting throughput of detainees in custody and progressing other lines of enquiry on area owned investigations. This initiative ensures the specialist MIT skills can influence investigations locally, relieves some pressure on area based investigative teams and ensures MIT investigators retain knowledge and experience of non-homicide investigations.</p> <p>A proactive approach to Tackling Domestic Abuse and VAWG across the force is believed to contribute to reductions in homicide.</p>
Ongoing Focus	
	Delivering a comprehensive Homicide Reduction Strategy through our Homicide Prevention work, and how this relates to Domestic Abuse and Violence and Intimidation Against Women and Girls is a big part of the ongoing focus of MIT. In addition, development of specialist skills in MIT and the distillation of these specialist skills into area investigation teams will continue. Suspect interviewing and court presentation of complex, multi-media evidence are just two areas of focus.

Measure: Reduce Serious Violence	
Measure: Disrupt drugs supply and county lines	
Recorded crime levels	<p>For the 12 months ending March 2023 the Constabulary recorded 23 offences involving a serious firearm (handgun, rifle or shotgun) and in 4 of these the firearm was discharged. This is an increase on the 9 offences recorded with 2 discharges in 2021/22 but a reduction on the 34 recorded offences with 14 discharges in 2020/21.</p> <p>For the 12 months ending March 2023 the Constabulary recorded 525 knife crime offences, a 2.4% reduction on the 538 recorded in 2021/22.</p>
Force Response	<p>Clear direction across all departments from Strategic and Tactical leads for Firearms, Knife Crime and in particular Serious & Organised Crime (SOC) – including County Lines Drug dealing encapsulates the force response to serious violence. Firearm and Knife enabled offending is often associated with SOC, with extreme violence being used to further advance criminal enterprises such as drug dealing. Enhanced understanding and threat scoring of Organised Crime Groups (OCGs) and County Lines drug dealers have enabled greater focus of Level 2 proactive departments on the highest harm offenders. In addition, focusing on the vulnerability associated with County Lines through Operation Apollo, has enabled early interventions in relation to new teams operating in Cheshire – thus reducing disputes between rival dealers. Enhanced governance is also now in place at Area and at a Force level regarding our identification, assessment of the harm caused and operational tasking in relation to OCGs and County Lines drug dealers. The</p>

	<p>management of this serious criminality has tangible governance from the local neighbourhood level, through area, force and regional level to ensure appropriate dedicated and specialist resources address the Organised Criminals causing the most harm to communities.</p> <p>Whilst any offence involving the use of a firearm or knife is concerning, our volumes given our geographical location and activity in neighbouring forces over the previous 12 months offer some reassurance.</p>
Ongoing Focus	
	<p>Focus will continue as described above with further investment into additional analytical and research resources focusing on OCGs and County Lines drug markets. In addition, the further development of our alignment with regional and national best practice in relation to the management of OCGs across the 4 P's (Pursue, Prevent, Protect, Prepare) continues with the North West Regional Organised Crime Unit (NWROCU). To develop early intervention opportunities, we are developing our scoring of Urban Street Gangs (USGs) for the first time in Cheshire which it is intended will promote diversionary activities to safeguard these young people and prevent their being drawn in to more serious criminality.</p>

Measure: Reduce neighbourhood crime	
Recorded crime levels	<p>For the 12 months ending March 2023 the force recorded 5940 overall 'neighbourhood' crimes, stable with the 5939 recorded in the same period ending 2022. Overall recorded burglary (-2.4%), vehicle offences (-1.2%) and overall Robbery offences (-4.6%) are all showing reductions while theft from the person offences have seen an increase.</p>
Force Response	<p>Neighbourhood Crime is a priority in local policing areas, with particular focus on burglary residential which has been subject to our preventative Operation Shield approach which sees officers attend all burglaries of a home and in addition conduct "super-cocooning" visits to adjacent homes as well as ensuring a Crime Scene Investigator attends in all appropriate cases.</p> <p>The force uses SARA problem solving methodology and Hotspot "Koper curve" patrolling to prevent neighbourhood crime. There is a weekly Neighbourhood crime meeting chaired by a C/Supt and Neighbourhood crime is covered on the Friday SCT meeting through the SCT "dashboards". The Power BI "crime" App, introduced in April 2023 gives live time information to supervisors, managers and command teams, allowing them to make quick and informed operational decisions. From April 2023 the designing out crime officers and the crime prevention officers will be moved into the problem-solving teams to increase capacity and capability in each policing area.</p>
Ongoing Focus	
	<p>Operation Shield continues to be the Constabulary's operational approach in response to residential burglary to prevent near repeats. Hotspot patrolling and quick and effective problem solving to combat any repeats locations, offenders or victims. The Power BI "crime" App, introduced April 2023, gives supervisors and managers live time information around neighbourhood crime patterns.</p>

Measure: Improve satisfaction among victims, with a particular focus on victims of DA	
Recorded crime levels	Over the last 12 months 75% of DA victims surveyed were satisfied however this is based on a total of 44 completed surveys for the year. The Constabulary is now submitting a larger sample of victims to the survey provider and is monitoring completion rates.
Force Response	<p>Work is ongoing across the organisation to</p> <ul style="list-style-type: none"> • Understand and improve compliance with the 12 rights of the victim's code • Maximise the force's understanding of what victims think of the services provided • Develop, test and implement new ways of working to maximise victim satisfaction <p>The work is intended to provide outstanding services to all victims but also to prioritise and focus on victims of domestic abuse.</p>
Ongoing Focus	
	Ongoing development of Area Investigation teams coupled with additional capability regarding suspect management and prosecution file progression are all intended to improve quality and timeliness of investigative response and therefore satisfaction.

Measure: Tackle Cyber Crime	
Recorded crime levels	Not applicable. The national measures in this are relate to confidence in the law enforcement response to cyber-crime (cyber aware tracker) and the percentage of businesses experiencing a cyber-breach or attack (Dept for DCMS survey)
Force Response	<p>The alignment of Online Child Abuse Investigation Teams (OCAIT), Digital Forensics and the Cyber Investigation Team under the management of a single Detective Chief Inspector, creating a Digital Media Investigation Unit (DMIU) has enabled the Constabulary to realise efficiencies and improve the effectiveness and timeliness of investigations in this area. This approach has resulted in Digital Forensics being ISO accredited by UKAS in recent weeks.</p> <p>The DMIU, as part of the Serious Organised Crime Command, also work closely with the Serious Organised Economic Crime (SOEC) Team, who, amongst other responsibilities, investigate online fraud. A proactive approach is taken in relation to these crime types, particularly regarding an asset recovery approach to the proceeds of crime.</p> <p>Cyber breach or attacks have not been prevalent in Cheshire.</p>
Ongoing Focus	

	<p>There will remain a continued focus on improving efficiency and effectiveness with options being explored to increase the technical capability of the teams to ensure their capability matches that of offenders. Work in collaboration with the North West Regional Organised Crime Unit (NWROCU) also offers opportunity for greater proactivity via proactive covert assets and continual development of understanding and tactics in this ever changing area.</p>
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PUBLIC SCRUTINY BOARD**January – March 2023****COMPLAINTS: QUARTERLY REPORT****PURPOSE OF THE REPORT**

1. To provide an overview of the nature, type and frequency of public complaints, relating to police officers and members of police staff, employment tribunals and grievances from 01 January to 31 March 2023.

BACKGROUND

2. Complaints from members of the public with regard the actions and conduct of police officers and staff are currently recorded centrally through the Professional Standards Department. The case management system, Centurion, which is used by most Home Office police forces, is used to record all public complaints. The Independent Office for Police Conduct (IOPC) uses this data to understand how forces handle public complaints and assess trends. Quarterly meetings are held with the IOPC to review complaint handling and to consider those cases which are subject to independent investigation.
3. Cheshire Police has an internal grievance procedure to investigate internal issues. The process is publicised through the intranet and staff induction process.
4. Organisational learning from public complaints, internal conduct matters, grievances and other civil litigation, together with the IOPC's lessons learnt publication, is reviewed and shared with the wider organisation through the Organisational Learning Board chaired by our Head of Training as well as other appropriate communication channels.
5. On 01 February 2020 planned changes to the statutory complaint framework were implemented. The reforms have changed the way in which 'expressions of dissatisfaction' are recorded and handled, changed the terminology previously associated with complaint handling and given the Office of the Police and Crime Commissioner (OPCC) greater opportunity to be involved in the oversight of complaints given 'reviews' (previously known as appeals) against the outcome of complaints are now undertaken by the OPCC.
6. The key reforms to the regulatory framework are set out below:
 - The complaints system has been expanded to cover a broader range of matters. Formerly the way the term 'complaint' was defined meant it needed to relate to the conduct of an individual officer. Now a complaint can be made about a much wider range of issues including the service provided by the police as an organisation. This will increase the number of recorded complaints.

- Reforms ensure that matters can be dealt with at the most appropriate level. Less serious and straightforward issues which can be dealt with quickly with the member of the public, do not need to be subject to the framework detailed within Schedule 3, Police Reform Act 2002 however they are still recorded for the purposes of learning and understanding.
- Those complaints not suitable to be dealt with in this way or where the member of the public considers a more formal process is more appropriate, will be subject to the framework set out in Schedule 3. Here complaints will be dealt with in a 'reasonable and proportionate' manner, and will either be resolved (otherwise than by way of investigation) or more serious / complex cases will be subject to investigation.
- The most serious allegations will still be subject to independent investigation by the IOPC.
- The outcome of investigations will no longer be finalised as 'upheld' or 'not upheld' but will determine whether the service was 'acceptable' or 'not acceptable'. Other terminology, such as 'local resolution', 'disapplication of complaints', does not form part of the new regime.
- Cases handled in accordance with Schedule 3 have a right to 'review' where the member of the public is not satisfied with the outcome. 'Reviews' in the majority of cases will be considered by the OPCC. More serious matters or where the complaint has been referred to the IOPC will be 'reviewed' by the IOPC. The whole process of undertaking a 'review' has been streamlined and made less bureaucratic.
- Misconduct proceedings are now focussed on serious breaches of the Standards of Professional Behaviour with a new process being introduced (Reflective Practice Review Process) which encourages reflection and learning when mistakes and errors have been made.
- The IOPC have revised the way in which allegations are categorised, with new categories and sub-categories for complaint allegations being introduced. This, over time, should allow greater understanding of concerns raised by the public.

PUBLIC COMPLAINTS AND ALLEGATIONS

7. Between 01 January 2023 and 31 March 2023 Cheshire Police logged 63,282 incidents and 20,963 crimes which is a slight increase in both categories since the last quarter. All data with regard public complaints in this period should be considered against the level of interaction the police service has with the public, which over a three-month period is extensive.

Chart 1 Overview of complaint data 01 January 2023 to 31 March 2023 compared to same quarter in 2022

Measure	Jan – Mar 2022	Jan – Mar 2023	Direction of travel
Recorded complaint cases	487	368	Decrease
Schedule 3 cases	173	178	Increase
Non – Sch. 3 cases	314	190	Decrease
Recorded allegations	715	625	Decrease
% Allegations (Sch 3) Not acceptable/ Upheld	15%	12%	Decrease
Average days to finalise complaint cases	33.01	49.08	Increase
Appeals/Reviews received	34	30	Decrease
Common allegations (top 5 Inc. % of total recorded allegations).	18% - A1 Police action following contact 13% - A4 General Level of service 11.5% - A3 Information 8% - A2 Decisions 5.5% - B4 Use of Force	16% - A1 Police action following contact 11% - A4 General level of service 10.5% - A3 Information 8% - A2 Decisions 7.5% B3 Power to arrest & detain	-

8. The data reflects fewer complaints, Non-Schedule 3 complaints and allegations were recorded compared to the same period last year, the complaints are taking longer to finalise due to their complexity and that they are sub-judice due to a 7.5% relating to arrest and detention which means they often have to be pended awaiting the outcome of a criminal investigation.
9. Of the 368 recorded complaints 190 of these (51%) have been handled outside of the formal requirements of schedule 3, Police Reform Act 2002, meaning such matters are being handled in a proportionate manner which is the whole ethos and intention behind the statutory reforms in 2020.
10. The number of recorded allegations has decreased by 12% in this quarter compared to last year and continues to represent a consistent pattern across the two years. However, allegation numbers have increased from Q3 of this year by 6%.
11. The ratio of allegations recorded per complaint has remained the same as last year for Q4 of 1.4:1.
12. The average days to finalise complaints cases has increased by 48% or by 16 days in real terms. This is also being attributed to an increase in complexity and an increase in cases relating to arrests and investigations which can take longer to resolve due to them being sub-judice.
13. The number of reviews has slightly decreased (by 4) in this his period compared to Q4 2022.

Chart 2 Cheshire Police data – allegations re LPUs and departments

LPU/Department allegations	Q1 21/22	Q2 21/22	Q3 21/22	Q4 21/22	Q4 22/23
AIT	-	-	-	-	51
CID - North	-	-	-	-	14
CID - West	-	-	-	-	12
CID - East	-	-	-	-	14
Chester	91	76	63	68	49
Crewe	70	86	43	73	56
Congleton	-	-	27	41	20
Ellesmere Port	32	44	38	38	15
Macclesfield	72	88	71	64	59
Northwich	31	56	40	58	53
Runcorn	29	25	32	34	56
Warrington	113	79	96	75	60
Widnes	39	27	33	33	18
Custody	25	15	15	47	52
Public Contact	14	27	11	11	21
IIT	13	11	6	3	1
Headquarters	92	93	91	79	53
PPD	8	14	3	5	-
Roads and Crime	19	17	-	24	16
ARV Firearms Alliance	-	1	-	5	3
Criminal Justice	-	1	-	-	1
Rural Team	-	-	-	1	1
Safeguarding	-	-	-	5	-

14. The above chart reflects the changes in structures with new departments such as AIT being recently created. Whilst the figures above show some variability from quarter to quarter in the financial year 2022/2023 most departments are showing an overall long term trend of decrease in complaints from Q1 2021/2022 with the exception of Custody, Runcorn & Northwich LPUs and Public Contact.
15. Custody complaints have had the most dramatic increase, but this is attributed to an increase in arrests across VAWG crimes in particular and greater proactivity. We have not identified any patterns to the complaints in Northwich, Runcorn and Public Contact.
16. Through the monthly Professional Standards Department (PSD) 'tasking and coordination' process, complaints at a local policing unit and departmental level are scrutinised and those officers with the highest volume of complaints or where patterns emerge, are subject to scrutiny and liaison with local managers to ensure appropriate understanding and intervention where necessary. People intelligence briefings are being undertaken with local policing unit commanders / department heads and the Head / Deputy Head of PSD to discuss local issues.

APPEALS / REVIEWS

17. Following the regulatory changes introduced on 01 February 2020, where a member of the public is not satisfied with the outcome of the concerns they have raised and the matter has been recorded as an 'expression of dissatisfaction' in accordance with Schedule 3, Police Reform Act 2002, they have a right to seek a 'review' of the outcome. The majority of 'reviews' will likely be considered by the OPCC, with a smaller number (more serious matters or those cases which have been subject to a referral to the IOPC) being considered by the IOPC.

Chart 3 Number of appeals / reviews received and upheld

01.01.23 – 31.03.23	Number of Reviews Received	Number of Reviews Upheld
Local Review	26(21)	2 (2)
IOPC Review	4(5)	2(4)
Total	30(34)	4(6)

*The number in brackets is from Q4 2022

18. Charts 3 shows the breakdown of reviews managed by the OPCC and IOPC and compared to the same period last year. There is a slight increase in Local reviews albeit the number upheld remains the same at 2. Otherwise, the variances are not significant or have remained the same.

19. The volume and outcome of appeals / reviews receives scrutiny between the Force and the IOPC during periodic oversight meetings. The OPCC review officer will bring any patterns to the attention of the Head of PSD. The only real pattern identified is that the complaints which are upheld in the Local review have been complex ones involving multiple allegations and sometimes the level of detail provided to the complainant has been lacking. This has been fed back to complaint managers and investigators.
20. Chart 4 shows the number of 'reviews' currently outstanding with both the IOPC and the OPCC compared to Q4 of 2022. There are significant increases in both 75% for OPCC and 42% for the IOPC. For the OPCC there has been an increase in the number of reviews submitted which is likely impacting on the numbers of outstanding reviews.
21. The IOPC have a 40 week backlog in respect of reviews and investigation appeals which is likely to impact on force performance figures.

Chart 4 Number of reviews outstanding

Reviews outstanding (as at 31.03.23)	March 2022	March 2023
With OPCC	9	21
With IOPC	14	20

Information regarding employment tribunals and grievances is now provided by HR in a separate report.

RECOMMENDED:

(1) The report be received

Mark Roberts
CHIEF CONSTABLE

Contact Officer: Det Superintendent Helena Banusic

Tel. No. (01606) 363524 Email: Helena.Banusic@cheshire.police.uk

Scrutiny of Cheshire Constabulary Complaint Handling



Public Scrutiny Board: Tuesday 9 May 2023

1. This report supplements the Quarterly Complaints Report presented to the Police & Crime Commissioner by the Chief Constable.
2. Local policing bodies have an overarching duty to scrutinise, support and challenge the overall performance of forces, hold chief officers to account for the performance of the force, as well as monitoring all complaints made against officers and staff, whilst having responsibility for complaints against the Chief Constable.
3. The Elected Local Policing Bodies (Specified Information) (Amended) Order 2021 places a statutory requirement on local policing bodies to publish:
 - i) quarterly complaint data and the annual statistics report published by the Independent Office for Police Conduct;
 - ii) a report detailing how the elected local policing body has fulfilled its duty to hold the Chief Constable to account for functions in relation to the handling of complaints; and
 - iii) an assessment by the elected local policing body of its performance in exercising its functions as a relevant review body.
4. The following report details the work of the OPCC as a relevant review body (RRB) during quarter four of 2022/23.

Police Complaint Reviews

5. Any complaint recorded by the Professional Standards Department in accordance with Schedule 3 to the Police Reform Act 2002 has a right of review following the finalisation of the complaint. Should the complainant be dissatisfied with the outcome of the complaint, or about how the complaint was handled by Cheshire Constabulary, the complainant can submit an application for review to the Office of the Police & Crime Commissioner.
6. It should be noted, however, that depending on the circumstances of the initial complaint, the Independent Office for Police Conduct (IOPC) may be the relevant review body. The determination in relation to who the relevant review body should be is made by the Professional Standards Department at the time the complaint is recorded.
7. The duty of the relevant review body is to determine whether the outcome of the complaint was reasonable and proportionate. The relevant review body is, therefore, unable to reinvestigate the initial complaint.
8. Since the reforms to the police complaints were implemented in February 2020, the volume of reviews received by the Office of the Police & Crime Commissioner has increased each year.

Year	Reviews Received (valid)	Review Received (invalid)	Reviews Received and transferred to IOPC as correct RRB
2020	55	6	2
2021	66	7	7
2022	88	3	4

9. During quarter four of 2022/23 a total of 27 reviews were received by the Office of the Police & Crime Commissioner, 25 of which were deemed to be valid applications.

Month	Reviews Received (valid)	Review Received (invalid)	Reviews Received and transferred to IOPC as correct RRB
Q4 Total	25	1	1

10. During quarter four of 2022/23, a total of 30 reviews were finalised by the OPCC, two (6%) of which were upheld as it was determined that the outcome of the complaint was not reasonable and proportionate.

Month	Reviews Finalised (by LPB)	Timeliness (average working days)	Outcome of Complaint from the Professional Standards Department	Number of Reviews Upheld
Q4 Total	30	59	20 x service provided acceptable 8 x service provided not acceptable 2 x no further action	2

**As all recorded complaints are broken down into allegations, the Professional Standards Department provide an outcome for each recorded allegation. In the event that any allegation is finalised by the Professional Standards Department as 'service provided not acceptable', the overall complaint is deemed to be 'service provided not acceptable' for the purposes of the above figures.*

11. The IOPC define 'reasonable and proportionate' as '*doing what is appropriate in the circumstances, taking into account the facts and context in which the complaint was raised.*'
12. At the time of writing, the latest available data published by the IOPC was for the period 1 April 2022 to 31 December 2022 (Q3 2022/23). Such data indicates that nationally, the average number of working days for all local policing bodies to finalise a review was 65 days. Furthermore, during the same period, the IOPC finalised reviews, on average, within 121 working days.
13. With regard to the two reviews upheld by the OPCC, a recommendation was made to the Appropriate Authority (Professional Standards Department). On both occasions, the recommendations (relating to explaining rationale for arrest and explaining issues raised whilst in custody) were implemented accordingly.

Complaints against the Chief Constable

14. During quarter four of 2022/23, the OPCC received one complaint against the Chief Constable.
15. Having considered the complaint, the Chief Executive determined that although named within the complaint, the Chief Constable had not had any direct involvement in relation to the matters raised. As such, the complaint was not considered to be a valid complaint against the Chief Constable and was forwarded to the Professional Standards Department, as the correct Appropriate Authority, for consideration.

Work of the Local Policing Body as a Local Oversight Body

16. As part of the reforms to the police complaints system, implemented in February 2020, the Police & Crime Commissioner (as the local policing body) acts as a local oversight body, working in partnership with the Independent Office for Police Conduct (IOPC) as the national oversight body.
17. To fulfil the Commissioner's statutory responsibility as a local oversight body, the Deputy Police & Crime Commissioner considers complaints submitted to Cheshire Constabulary Professional Standards Department that are subsequently handled outside of Schedule 3 to the Police

Reform Act 2002. Such complaints are 'logged' by the Professional Standards Department as opposed to 'recorded' under Schedule 3 to the Police Reform Act.

18. To undertake this requirement, the Deputy Police & Crime Commissioner dip-samples ten randomly selected non-Schedule 3 complaints on a monthly basis. In addition, the Deputy Police & Crime Commissioner reserves the right to dip-sample a further ten non-Schedule 3 complaints in specific thematic areas of interest on an ad-hoc basis.
19. The Deputy Police & Crime Commissioner undertook an initial dip-sample of non-Schedule 3 complaints in March 2023. In 9 cases, the DPCC was content with the complaint handling and outcome provided, and in one case a query was raised with the Professional Standards Department and subsequently resolved. The DPCC found that *“overall the quality of the work done by the team is high. There were multiple examples where in my opinion the team provided a helpful customer service beyond what was required which is to be commended.”*

RECOMMENDED:

That the scrutiny of complaints undertaken by the OPCC, be noted.

Contact Officer: Matt Walton (Principal Governance & Compliance Officer)

Tel: 01606 36400

Email: police.crime.commissioner@cheshire.police.uk

Independent Scrutiny Q4 January-March 2023

- Custody
- Dog Welfare
- Call Audits
- Out of Court Disposals



John Dwyer
Police & Crime
Commissioner
for Cheshire

Independent Custody Visitors (ICV) Scheme



39 visits to custody



255 detainees seen



**63 issues brought to the attention of
ICVs by detainees**



John Dwyer
Police & Crime
Commissioner
for Cheshire

POSITIVE COMMENTS & OBSERVATIONS

Helpful, professional & friendly staff (despite suite being very busy).

Well organised custody suite.

Positive comment regarding observation of handover.

DO confirmed recent training on fire safety and CPR etc.

Staff praised for looking after ICV's welfare and escorting them to a room to write reports whilst an unknown detainee was booked in.

PROBLEMATIC ISSUES

Staffing levels

ICVs delayed entry

Lack of translation cards

Yards being out of use.

Intercom not working properly.

Some inconsistencies with displayed information



Police Dog Welfare Visitors Scheme



5 visits to the kennels



33 dogs seen



one issue- muddy conditions which has been resolved to the satisfaction of PDWV



John Dwyer
Police & Crime
Commissioner
for Cheshire

Call Management Auditor (CMA) Scheme



3 call audits



30 calls audited (999 and 101)

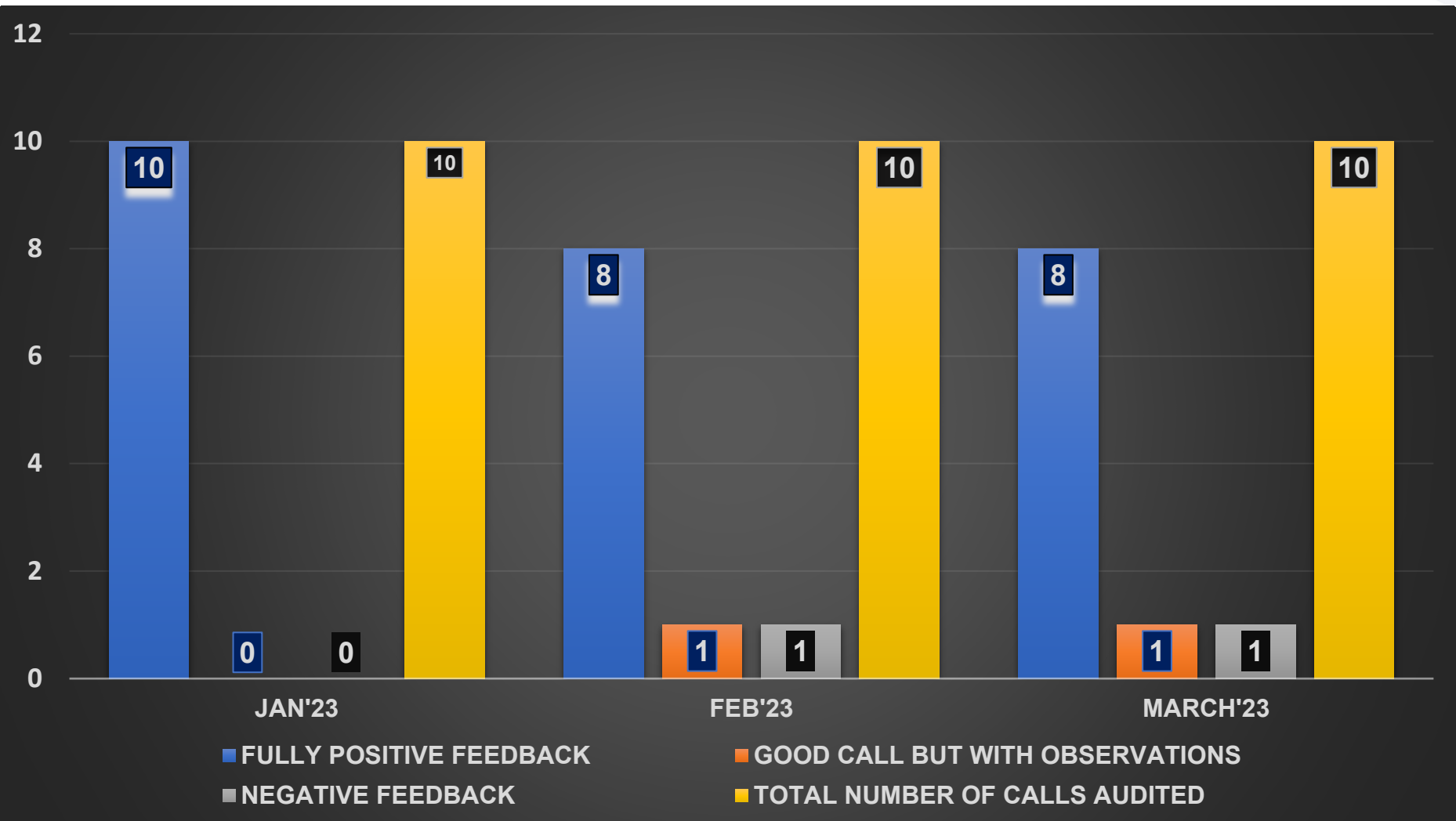


**Areas for learning/development: recognised
on 3 occasions**



John Dwyer
Police & Crime
Commissioner
for Cheshire

Call Management Auditor (CMA) Scheme



Out of Court Disposal (OoCD) Panel



4 panel meetings*



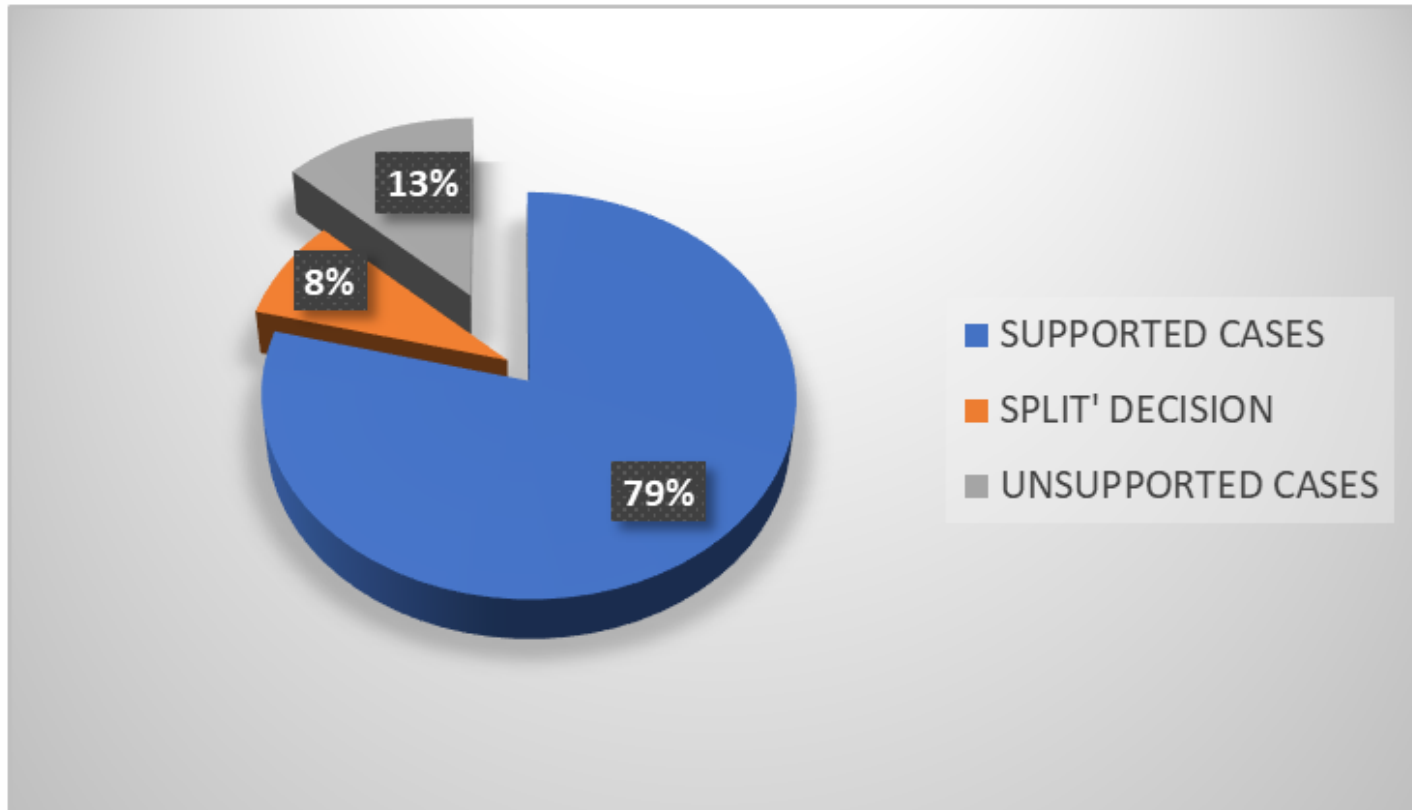
76 cases reviewed**

2 recommendations advising greater utilisation of Restorative Justice and more effective & efficient application of disposal type



John Dwyer
Police & Crime
Commissioner
for Cheshire

Out of Court Disposal (OoCD) Panel



John Dwyer
Police & Crime
Commissioner
for Cheshire