

NOTES OF THE SCRUTINY BOARD HELD ON 09 MAY 2018 IN CR7, 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 Allinson, Performance Analyst
C Tozer, Communications Officer

Cheshire Constabulary

D Martland, Acting Deputy Chief Constable
J Gill, Assistant Chief Officer
P Woods, Head of Planning & Performance

Sgt Austin (Crewe LPU) and three members of the public were present to observe the meeting.

The Commissioner welcomed Sgt Austin and the three 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 15 MARCH 2018 MEETING

1.1 The notes from the meeting on 15 March 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:

County Lines

'County lines' is the drug supply controlled by organised crime groups, often from outside of Cheshire that exploit the vulnerable and often young people into criminality. The Constabulary continues to recognise this as one of the significant threats to communities / young people in Cheshire and as part of this years' budget setting process, the Constabulary has strengthened the capacity within the major crime division.

Operation Septre (knife crime)

This operation has had numerous success stories in recent months including: i) three men sentenced to four years after robbing a student in Chester; and ii) a man sentenced to ten and a half years following a stabbing in Crewe.

Nationally there has been a 21% increase in reported knife crime and although Cheshire is following that trend, Cheshire is the 12th lowest area nationally in relation to reported knife crime and ranked second lowest among most similar forces. Furthermore, the data indicates that about half of all offences within Cheshire are not in public places and linked to either domestic incidents or incidents between siblings / associates.

The main increases in knife crime have been seen in Ellesmere Port, Widnes and Runcorn and the Constabulary continues to work in partnership with LAs, trading standards, schools and retail organisations to target the emerging culture of carrying knives, especially young people who are sometimes driven by social media glamorising or the perception of the need for protection.

Operation Hydroplane

The rise in heritage jewellery burglaries has been of considerable concern given its targeted nature at Asian and Chinese families, but also because of the regional impact with offences and offenders being linked regionally and across the country. The Constabulary diverted significant resources into a dedicated team to tackle such crimes. Along with the Commissioner, the Constabulary has offered a number of community meetings with victims, local MPs and Councillors to provide updates on the investigation and offer reassurance to local communities.

The investigation was supported by the Regional Organised Crime Unit (TITAN) and there have been a number of significant arrests over the previous two weeks. Four of those arrested by Cheshire detectives were in Devon and Cornwall and were questioned in relation to burglaries across the UK.

The rise in burglary has also be linked to vehicle crime with 'car and key' thefts on the rise. Vehicle crime is impacted by car design and nationally, keyless technology is being exploited to steal vehicles to order, in particular high powered or sought after vehicles with high value parts. The Constabulary has had some notable successes recently with a man charged in relation to car and key burglaries on 23 April and another man arrested for three counts of burglary, aggravated vehicle taking and theft of a motor vehicle with a further 24 burglaries in Ellesmere Port, Chester, Northwich, Wirral, Liverpool and Lancashire to be taken into consideration.

Roads Policing TISPOL Campaign

In conjunction with the European-wide week of action to combat speeding, a total of 1,142 offences were dealt with over the seven-day speed enforcement operation across Cheshire, which ran from 16-26 April 2018. This operation was supported by roads policing officers as well as local PCSOs.

- 2.2 The Acting Chief Constable stated that the new Saab command and control system is now operational and notwithstanding a small number of technical issues, the greater accessibility to information will undoubtedly improve the service provided to communities across Cheshire at a considerable cost saving by brigading licenses and systems together.
- 2.3 The Acting Chief Constable confirmed that the Constabulary, in conjunction with Cheshire Fire and Rescue Service, had recently purchased a drone which will provide operational benefits and value for money as its deployment is significantly cheaper than the police helicopter. The purchase of the drone will also enable the Constabulary to better commission the requirements from the national police air service (NPAS).
- 2.4 The Commissioner thanked the Acting Chief Constable for the update and stated that there had been massive concern among residents at recent community meetings, particularly in relation to Operation Hydroplane. The Commissioner applauded the tremendous amount of work undertaken by offices and explained his pride in the Constabulary when arrests were made. The significant resources attributed to Operation Hydroplane and the priority this was given at Force level not only reassured local communities, but also improved community cohesion and the relationship with the Constabulary.
- 2.5 The Commissioner welcomed the purchase of the drone and stated the early intervention during the 'golden hour' of missing from home reports of both children and the elderly could be hugely beneficial. The Acting Chief Constable explained that the Constabulary will visit numerous community roadshows with the drone to explain to the public how and why the drone will be used.

The Commissioner welcomed this approach and requested a briefing in six months time in relation to usage and the cost benefits against the use of the police helicopter.

- 2.6 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 and top within the North West region.
- 2.7 The Commissioner stated that he wishes to see an increase in the % of Cheshire public who see a police officer / PCSO once a week and requested an update in relation to the implementation of a PCSO per community. The Acting Chief Constable confirmed that the 122 communities had now been identified with a named PCSO and implementation had commenced. There are ongoing discussions with partners to finalise the service level agreements which will provide an additional 20 fully funded PCSOs. The Acting Chief Constable explained the 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.
- 2.8 The Commissioner welcomed this approach and reiterated his expectation that PCSOs would be visible in high footfall areas including schools. The Commissioner sought reassurance from the Acting Chief Constable that every PCSO would complete at least one hour per week TruCam enforcement which was subsequently provided by the Acting Chief Constable. The Commissioner explained that his desire for enforcement activity in relation to speed (TOR) within every community was not to increase income generation, but to ensure a culture change with regard to speeding and ensure safer communities across Cheshire. The Commissioner applauded the ongoing work and energy of the Constabulary, explaining his vision for a PCSO model was a target during his first term of office (four years) which has been achieved within 18 months.
- 2.9 The Commissioner explained that he had recently received a private briefing from the Constabulary in relation to response times and that his interrogation of the data highlighted that geography is not the sole factor in missed response times. The Commissioner commended the Constabulary in relation to 94.6% of all grade one emergency incidents attended within 20 minutes and recognised that on some occasions, demand simply outstrips the supply. Nevertheless, the Commissioner challenged the Constabulary to maintain its efforts and reiterated his desire to ensure equity across Cheshire. That said, the Commissioner stated that although he wishes to maintain high performance, he didn't wish to drive a perverse culture that would have a detrimental impact upon the safety of both officers and the public.
- 2.10 The Acting Chief Constable acknowledged there is still a high number of grade one emergency incidents responded to in over 20 minutes (1,674) but stated some had been missed due to technical issues and issues with data capture. The Commissioner recognised and applauded the desire to dispatch the most appropriate resource available as well as the practice of including call handling within the 20 minutes response time. The Acting Chief Constable explained that there is no national standard or comparative data but the public would expect response times to commence when the call is answered as opposed to dispatch which is how a number of forces collect response time data. The Acting Chief Constable stated that given the current resources available, the Constabulary continues to perform well and provide a good service to the public. The Chief of Staff suggested a significant increase in resources would be required to achieve a 100% response rate which the Constabulary simply cannot afford given the continued cuts to police budgets. Nevertheless, the Chief of Staff stated the OPCC would continue to monitor response times over the coming months.
- 2.11 The Commissioner recognised the significant work undertaken in relation to stop search but given the continued variances in stop searches between white and BME (compared to resident populations), the Commissioner sought assurance from the Acting Chief Constable that the Public Encounters Group continues to scrutinise stop search records to ensure compliance. The Acting Chief Constable confirmed that the Public Encounters Group continues to scrutinise stop

search records and the Constabulary is certainly more targeted in its approach with 40.1% resulting in police action taken. The Commissioner expressed concern that 4.7% of stop searches in the previous 12 months (103) 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 requested additional data (such as national comparators) to be included in future performance reports to ensure greater openness and transparency within a public forum.

- 2.12 The Commissioner explained that whilst victim satisfaction remains largely stable, there appears to be issues in relation to keeping the victim updated and improvements in communication is required. The Acting Chief Constable explained that Cheshire Cares continues to undertake significant work in this area but the neglect complaints data suggests updates on investigations are not being provided as regularly as victims desire. This is particularly frustrating given officers are doing the work required but simply not updating victims. The Acting Chief Constable explained that 'track my crime' is not effective but the Constabulary will expand the online portal to encourage contact with investigating officers and Saab will enable automatic mobile/e-mail alerts to be sent to update victims. The Commissioner stated that his office continues to receive significant levels of dissatisfaction in relation to the 101 service and performance data will continue to be scrutinised over the coming months. Although 999 calls will always be the priority, the Commissioner urged the Acting Chief Constable to ensure the Constabulary embraces technological advances and opportunities that future on line services may provide. The Acting Chief Constable acknowledged the current issues with the 101 service and confirmed that the Constabulary is looking to move to the national on line service in the middle of 2019 and in the interim, will look to existing technology to improve public contact.
- 2.13 The Commissioner applauded the ongoing focus of the Constabulary in relation to vulnerability and recognised that the issue is not isolated to policing. Notwithstanding the significant number of recorded missing and absent children incidents, the Commissioner enquired whether this figure is exacerbated by multiple incidents per persons. The Acting Chief Constable confirmed this is the case with the majority of children in care placed outside of their normal local authority area resulting in multiple missing from home (MFH) incidents. Detective Chief Supt. Wenham from the Public Protection Directorate remains well linked to various partners including MFH coordinators and Operation Arundel is ongoing. The Constabulary has also implemented a MFH automated form that details previous incidents and where individuals were previously found.
- 2.14 The Commissioner enquired about the potential link between MFH and child sexual exploitation (CSE), suggesting that any child MFH is at risk. The Acting Chief Constable agreed that all children MFH are at risk to varying levels, particularly young girls given the threat of exploitation, although the Constabulary is alive to this and investigate all individual cases. The Acting Chief Constable also highlighted that the issue of MFH is not isolated to the care setting, with children missing from the home environment also. In addition, adults in crisis remains a significant demand for the Constabulary and the Acting Chief Constable detailed the ongoing work with local hospitals focusing upon mental health. The Commissioner acknowledged such work and applauded the decrease in the number of mental health custody/overnight juvenile detentions. The Commissioner explained that with little or no place of safety options available to the Constabulary, although custody may not be the right experience and inappropriate, it is a safe environment nevertheless and sometimes the only alternative than leaving an individual on the streets.
- 2.15 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, suggesting this is a health and local authority responsibility and he will continue to discuss the issue with the relevant partners.
- 2.16 The Commissioner noted the decrease in ASB within local communities and applauded the ongoing engagement of PCSOs and community activity such as VPX and other diversionary activities. The Commissioner acknowledged that not all ASB is committed by young people and

given the seasonal nature of ASB, requested that the Constabulary continues to focus upon ASB during the summer period. The Acting Chief Constable confirmed that PCSO engagement will continue and the Constabulary will again work with the youth commission throughout the summer and events such as bonfire night to understand youth perceptions.

- 2.17 The Commissioner expressed concern in relation to the increases in public space violence with injury (19.6%) and the recorded number of crimes where alcohol is a contributing factor (23.6%), enquiring whether such increases are beyond improvements to CDI. The Acting Chief Constable confirmed that the increases have been impacted upon by CDI with alcohol based on markers but stressed that work of the street pastors is invaluable and there remains a strong perception of safety within Cheshire. The Acting Deputy Chief Constable confirmed that legislation to enforce closure orders and dispersal orders remains a hugely valuable power. The Commissioner stressed the importance of feeling safe and applauded the ongoing work of street pastors across Cheshire that continue to receive some funding from the OPCC. The Chief of Staff recognised the ongoing work of the Constabulary and although the police don't sell alcohol, the police is often required to deal with the associated outcomes. The Chief of Staff, therefore, requested additional data in relation to hotspots, timing of offences where alcohol is a contributing factor and the effect of additional hours pubs/bars are able to sell alcohol. The Acting Chief Constable confirmed this data would be provided but stated that extended opening hours continues to impact upon shift patterns.

ACTIONS:

- 2018/14: The Commissioner is to be provided with a briefing in six months time detailing to use of the Drone and the cost benefits (vs. use of helicopter).
- 2018/15: A national comparator for stop search is to be added to the performance pack.
- 2018/16: The table within the performance pack detailing outcomes of stop search is to include an ethnicity breakdown (including breakdown of white).
- 2018/17: The Commissioner is to be provided an anonymous case study in relation to missing from home that can be shared during a future informal Police & Crime Panel meeting.
- 2018/18: The timing of public space violence with injury offences where alcohol is a contributing factor is to be added to the performance pack, as well as a hotspot map.

3. THEMATIC: A POLICE SERVICE CONNECTED WITH OUR COMMUNITIES

- 3.1 The Commissioner explained that all future scrutiny boards will include a thematic on one of the four priorities within the Police and Crime Plan. This will provide the opportunity for additional data and information to be presented and enable the Commissioner to further assess progress of work in relation to the delivery of the Police and Crime Plan.
- 3.2 The Commissioner welcomed the approach of the Constabulary and PCSOs to ensure a *wider involvement for local people to become involved in crime prevention, community safety and supporting policing in their area*. The Acting Chief Constable stated that PCSOs within the 122 communities will build social capacity and act as an enabler as opposed to the owner of actions. PCSOs will be tasked with active citizen engagement, the development of watch schemes such as community speedwatch and neighbourhood watch, increasing sign up for 'Cheshire Alert' and, where applicable, facilitate the 'nights of action' linked to the Rural Crime Strategy. The Commissioner highlighted the value of 'Cheshire Alert' and the circulation of local information via the dedicated 122 twitter accounts. The Acting Chief Constable explained there is significant variation in sign up of 'Cheshire Alert' across the 122 communities ranging from 2% to 11%. The introduction of PCSO coaches will also encourage greater PCSO engagement and ensure learning is replicated across Cheshire.
- 3.3 The Commissioner applauded the extensive engagement undertaken by the Constabulary, particularly in relation to school visits and 'places of faith'. The Commissioner did, however, highlight the significant variation between LPUs. The Acting Chief Constable acknowledged the

variation, suggesting recording issues and staff shortages as an explanation, but also stressed the importance of true engagement rather than a tick box exercise. There remains significant school based engagement with young people in relation to bullying and junior speedwatch, with Cheshire one of only a few forces that continues to invest in a Safer Schools Partnership. The Commissioner welcomed the investment in prevention and highlighted the key role of PCSOs and Safer Schools Partnership officers in building relationships with young people within local communities. The Chief of Staff suggested that whilst recording the number of visits is beneficial, he requested data in the future in relation to the outcomes associated to such visits.

- 3.4 The Commissioner discussed the feedback he had received during meetings with parish and town councils in that there is significant variance across Cheshire in relation to the attendance of PCSOs at parish and town council meetings. The Commissioner reiterated his desire that all PCSOs either attend meetings or provide a written update should attendance not be possible. The Acting Chief Constable acknowledged this is an area for improvement and a consistent offer is required across Cheshire. A stakeholder survey is to be circulated for baseline data and will be used to subsequently track progress. The Commissioner and Acting Chief Constable agreed that PCSOs should work with parish and town councils in partnership to disseminate advice and key information.
- 3.5 The Commissioner applauded the pilot scheme enabling the public to submit dashcam footage. Of the 465 submissions, 25% have resulted in police action and the Commissioner admitted this figure was higher than he expected. The Acting Chief Constable explained that the pilot was linked to various road safety campaigns and police action included warnings, driver improvement courses and one recent prosecution with the offender receiving a 12 week suspended sentence, 200 hours of community unpaid work, a 12 month driving disqualification, a £620 fine and a £115 victim surcharge. The Commissioner stated he was impressed with the response from the public and increased awareness of the ability to submit footage will also improve road safety. The Acting Chief Constable explained that national transformation funding is enabling further work on how the Constabulary can enable uploading of CCTV to be submitted online. The Chief of Staff enquired whether dashcam footage can aid the prosecution for littering offences given local authorities have no system to capture. The Acting Chief Constable confirmed that if the Constabulary was not the relevant prosecution authority, the Constabulary could receive evidence and pass onto the relevant authorities but this would require further discussion with the Community Safety Partnership.
- 3.6 The Commissioner stated he was pleased with the recent large intake of 70 Specials and reiterated his desire for the Constabulary to push the Employee Support Programme (ESP). The Acting Chief Constable confirmed numbers has reduced slightly but eight organisations are currently linked to the ESP with 825 hours completed by Specials under the programme during the previous 12 months. Given the commitment for Specials of an induction over ten weekends and a commitment to 17 hours per month, the Constabulary is now offering flexible recruitment with a tailored modular approach to allow Specials to specialise in areas such as dedicated searches or rural. The Commissioner applauded the work of the Special Constabulary and expressed his gratitude for the uptake during emergencies.

ACTIONS:

- 2018/19: The Commissioner is to be provided details of the first prosecution within Cheshire following the submission of dashcam footage.

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

- 4.1 The Acting Chief Constable and Head of Planning and Performance presented a PowerPoint presentation following the ONS bulletin published on 26 April 2018 in relation to Crime in England and Wales covering the 12 months to December 2017.



- 4.2 The Acting Chief Constable stated that although recorded crime increased across England and Wales between December 2016 and December 2017, it is disappointing that recorded crime in Cheshire increased by 36.4% (an additional 82,443 crimes) during the same period, but it is important to understand the reasons behind the increase, the impact of crime recording standards and also the national context in relation to levels of crime compared to other similar forces.
- 4.3 The Acting Chief Constable stated that the increase in recorded crime was mainly due to improved crime recording processes, particularly in areas such as public order offences, violent offences and sexual offences (specifically online), all of which saw significant increases within Cheshire over the one-year period. It was noted that crime recording changes were introduced nationally to ensure that victims of crime receive the service they deserve. The Acting Chief Constable stated that in the previous crime recording assessment, HMIC had identified that the Force was under recording crime, where incidents had been reported and in many cases attended, by approximately 20%.
- 4.4 The Acting Chief Constable did, however, acknowledge that there have been increases in crimes that the Constabulary would not expect to be significantly affected by changes to crime recording, such as shoplifting, vehicle offences and burglary. Nevertheless, the Acting Chief Constable highlighted this is part of a national trend. All but one of the police forces in England and Wales experienced an increase in vehicle offences, with the rise in Cheshire (13.8%) being smaller than the 16.2% increase nationally. Shoplifting and burglary offences also increased nationally, with 39 forces having seen a rise in shoplifting and 32 forces having seen a rise in burglary.
- 4.5 The Acting Chief Constable highlighted that there were also decreases in certain crime types over the one-year period, including theft from a person, robbery against a business and drug possession.
- 4.6 The Acting Chief Constable provided assurance that although she is aware that the increase is in the main due to recording process, the Constabulary is absolutely not complacent and that there is a clear level of understanding in relation to the 36.4% increase in crime across Cheshire. 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.
- 4.7 The Commissioner thanked the Acting Chief Constable and Head of Planning and Performance for the presentation and welcomed the inclusion of comparative data. The Commissioner expressed a level of concern in relation to the genuine increases in some crime types and discussed the anecdotal evidence that austerity within society is forcing people into behaviours such as shoplifting. The Acting Chief Constable stated that anecdotally, there appears to be certain commodities that are being stolen either for own use or to sell to make money. Whilst shoplifting continues to be a crime, the Acting Chief Constable stated that officers are not constrained to use the traditional 1-8 'solved' outcomes and that other options within the options framework are sometimes more applicable given the circumstances.

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 HMIC inspection and progress to date.
- 5.2 The Acting Deputy Chief Constable stated that significant work in relation to CDI is ongoing but activity commissioned by him includes:
- a recurring agenda item at all Public Scrutiny Boards;

- a fortnightly 'Gold Group';
- a programme plan that details ongoing activity in relation to CDI;
- a comprehensive training package delivered to all staff;
- a communications plan including Chief Officer updates and videos;
- the development of the Crime Recording Policy;
- the development of a Crime Recording Audit Plan;
- 'live time' dip sampling quality assurance of incident to crime conversion;
- a programme of frontline 'reality testing' to assess the impact of actions to date;
- the development of a single crime recording area on the Force intranet; and
- the new Force Crime Registrar and Deputy Force Crime Registrar successfully passing the National Force Crime Registrars course.

5.3 The Acting Deputy Chief Constable stated that the latest in-house audit had provided clear evidence of improvements, particularly in relation to sexual offences and domestic abuse. It was confirmed that CDI remains a key priority for the Constabulary and the live action plan is updated on a regular basis.

5.4 The Acting Deputy Chief Constable confirmed that Cheshire will be re-inspected by HMICFRS during the last two weeks in May with an early indication of the result available in July 2018. The Acting Deputy Chief Constable provided the Commissioner with reassurance that significant progress has been made and that the Constabulary is able to clearly evidence work in relation to previous recommendations.

5.5 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 re-inspection from HMICFRS over the coming months.

6. PEOPLE & HR: PERFORMANCE REPORT

6.1 The Acting Chief Constable explained that the Constabulary had streamlined the recruitment process to ensure capacity within the organisation. Notwithstanding the national shortage of detective capability, the Acting Chief Constable provided assurance that there are currently no significant issues in relation to detective capability and plans are in place to recruit and train in line with identified demands.

6.2 The Acting Chief Constable explained that the Constabulary had recently launched its 'people promise', Cheshire Constabulary's behavioural framework that will enable staff to talk about how they behave, how they may need to modify or change their behaviour and how staff hold each other to account.

6.3 The Commissioner sought assurances from Acting Chief Constable in relation to levels of sickness.

6.4 The Acting Chief Constable stated that sickness within frontline policing remains an issue and expressed disappointment that the rate is higher than the Constabulary would want, although staff sickness is in line with the national average. The Acting Chief Constable acknowledged that the Constabulary still has work to do, particularly in relation to psychological wellbeing.

6.5 The Commissioner applauded the ongoing focus with regard to sickness levels and wellbeing but urged the Acting Chief Constable to ensure extra efforts are 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 rather than the impact on the organisation.

6.6 The Commissioner commended the current employee support package available to staff and reiterated his desire that the Constabulary continues its approach to continuously review ways in which support can be provide to all staff within the organisation.

6.7 The Commissioner noted the remainder of the report and stated that he would be writing to the Acting Chief Constable for further explanation of other key issues within the report.

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

7.1 The Commissioner scrutinised the number, nature and frequency of public complaints; performance against key complaint measures for the latest quarter as well as details of employment tribunals and grievances.

7.2 The Acting Chief Constable highlighted the decrease in the number of complaints (down 13%) and appeals (down 21%) received between 01 October 2017 and 31 March 2018. It was noted that during the same period, Cheshire Constabulary had recorded 44,834 crimes and 107,537 incidents.

7.3 The Acting Chief Constable stated that the Constabulary continues to perform well in relation to timeliness, with 96% of complaints recorded within 10 working days. The Commissioner welcomed the inclusion of national comparators and applauded the Constabulary for its performance against similar forces (90% of complaints recorded within 10 working days) and the national average (82% of complaints recorded within 10 working days). The Acting Chief Constable did, however, acknowledge that the Constabulary has work to do in relation to the timeliness of grievances, with not all concluded within the 21 days that Constabulary strives for.

7.4 The Acting Chief Constable stated that the increase in self referrals to the IOPC did not raise any concerns as all referrals were appropriate given the circumstances.

7.5 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 is a key area of focus for the Commissioner and the OPCC will continue to monitor performance.

7.6 The Commissioner reiterated his desire to see an improvement in the area of incivility and expressed his continued disappointment that approximately one in five of all allegations (19%) is related to incivility, impoliteness and intolerance. Whilst the Commissioner applauded the inclusion of national comparators, it is now apparent that the Constabulary is above the national average (12%) and most similar forces (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. 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.

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 13:25.