PUBLIC SCRUTINY BOARD

DATE   **Thursday 19TH August 2021**

TIME   **13:00**

VENUE   **Conference Room 7, Office of the Police & Crime Commissioner, Clemonds Hey, Oakmere Road, Winsford, CW7 2UA**

Agenda   *Page*

PRIVATE ITEMS

That the following matters be considered in private on the grounds that they involve 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:-

Item		*Section*	
Minutes		*31*	*Law Enforcement*
Conduct Matters/IOPC Referrals		*40*	*Personal Information*

For further information about this Agenda, please contact Claire Deignan
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MINUTES OF THE SCRUTINY BOARD HELD ON 3 MARCH 2021
MEETING HELD VIA SKYPE VIDEOCONFERENCE CALL

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

                      <u>Office of the Police & Crime Commissioner</u>
                      P Astley, Chief of Staff
                      C Deignan, Head of Scrutiny and Improvement
                      C Tozer, Head of Engagement and Policy
                      J Connah, Operational Support Officer

                      <u>Cheshire Constabulary</u>
                      J Cooke, Deputy Chief Constable
                      J Sims, Assistant Chief Constable
                      M Burton, Assistant Chief Constable
                      P Woods, Head of Planning & Performance
                      J Gill, Assistant Chief Officer

Two members of the public were present to observe the meeting.

The Commissioner welcomed all to the meeting and noted that a year has passed since the COVID pandemic took hold. He recognised the enormous challenges Covid19 had presented but remarked on the tremendous effort and strong leadership provided by the Constabulary.

He offered his thanks to all officers, staff and volunteers for their commitment and hard work, from enforcing guidance to safeguarding vulnerable people hidden behind closed doors and was proud of how the Constabulary adapted and remained both accessible and effective for victims of crime in Cheshire. He remarked that the organisation had remained connected with communities and had delivered the key values and priorities of Cheshire Constabulary.

1. MINUTES OF THE 13 JANUARY 2021 SCRUTINY BOARD

1.1 The minutes of the meeting on 16 January 2021 were noted and approved.

2. CHESHIRE CONSTABULARY ACTION PLAN - HUNTING

2.1 The action plan remains green and complete which the Commissioner recognised had been successfully implemented, offering confidence to both sides of the hunting debate.

2.2 The Chief Constable explained the 2020/21 season had been less active than previous years due to the pandemic restrictions. However, he said they had built on lessons learned from the previous year having a command structure in place, with dedicated resources from the rural crime team focussing on engagement. The legislation to bring about prosecutions is complex, and advice has been sought from other Constabularies and the Crown Prosecution Service (CPS).

3. 2020/21 BUDGET PRIORITY DEVELOPMENTS - SIX IMPLEMENTATION PLANS UPDATE

3.1 Updates were given against the budget priority developments

4. POLICE & CRIME PLAN: PERFORMANCE REPORT

4.1 The Commissioner thanked officers and staff for their work in the community during the pandemic.

4.2 ACC Simms thanked the representatives from the Office of the Police and Crime Commissioner for supporting the delivery of the neighbourhood policing plan.

4.3 The Commissioner drew attention to a satisfaction rate of over 87% for victims of domestic abuse and felt this showed the Constabulary was in a good position despite difficult circumstances.

4.4 The Commissioner asked the Chief Constable why there was an increase of 10% in reported hate crimes. The Chief Constable agreed that the increase was concerning but reiterated that he would rather be aware than have victims suffering in silence.

4.6 ACC Simms told the Commissioner that Leicestershire police had carried out an independent review of crimes in Cheshire, which resulted in a 95% satisfaction rate for victims of hate crime. With continual encouragement, coupled with Cheshire cares there is a necessity to support hate crime victims to ensure a quality investigation and the correct outcome. The next step for the future is to reach out to hidden communities who may for cultural reasons or lack of confidence in the police be reluctant to come forward.

4.7 The Chief Constable was asked to comment on road safety enforcement activity carried out over the last year and was asked what plans were in place for the future.

4.8 The Chief Constable said there had been a dedicated focus in February regarding the use of mobile phones by drivers.

5   PEOPLE & HR: PERFORMANCE REPORT

5.1 Successive efforts to increase diversity and equality within the makeup of the force have occurred over recent years but the Commissioner expressed concern over the slight decrease in BME officers and wanted reassurance that the current recruitment processes was attracting a broad range of applicants. The Chief Constable said recruitment had exceeded proportionality with census data for all minority groups.

5.2 The Commissioner asked if any spare vaccines that would otherwise be wasted at the end of the day are accessible for Cheshire officers and staff. ACC Sims said once notified of any vaccines available they are offered to staff on a priority basis

6   THEMATIC REPORT: DOMESTIC ABUSE

6.1 The Commissioner opened the thematic session on domestic abuse. He thanked call audit volunteers who had provided independent scrutiny and had listened to a series of domestic abuse calls for service. The Commissioner asked for reassurance that domestic incidents were appropriately scheduled by dispatch operators and given the necessary priority.

6.2 The Chief Constable agreed that it was imperative to get the first point of contact with victims correct and as such control room staff are included in the domestic abuse training. The training ensures the correct questions are asked so that they can identify vulnerability, as well as proficiency in using intelligence systems. Once this is established an officer will be dispatched on an emergency response or within an hour (whichever is appropriate with a small number being serviced by appointments.

6.3 The Commissioner remarked on the increase in demand from victims of domestic abuse during the lockdown period both on the Constabulary and other partners and asked if the Constabulary's online reporting tool, 'Single Online Home' was being sufficiently promoted to as a way to report should they be unable to make a telephone call. The Chief Constable confirmed it had been successful further to the launch last year however he made a plea that if there is a risk to call 999 where an immediate response would be given.

6.4 With 'Open the Door' (a Local Authority domestic abuse website) increased by about 200%, along with large numbers of victims engaging with online activity increase as well as 'Cheshire without Abuse' also seeing an increase in volumes. Considering this the Commissioner wanted

reassurance that victims had confidence to report as the increases seen with partners did not mirror the reported incidents detailed in the pack.

6.5 The Chief Constable said there was more to do but advised there would be a multitude of incidents before a victim would contact the police. He said that while the increase was only 4% but with other crimes reducing by over 30% he believed was an indication of scale. He said there really is a need to victims to come forward, if not directly to Cheshire Constabulary, there were other avenues available.

6.6 The Commissioner was pleased with the commitment by partners and the Constabulary, but did note the delays in the Criminal Justice System were concerning and the effect delays would have on the willingness from victims to pursue a case and would monitor it through the Criminal Justice Board. The Chief Constable said that the backlog has been reduced significantly, and the current position is back to pre Covid19 levels which was testament to the support received from the Crown Prosecution Service.

6.7 Drawing on from ongoing concerns, the Commissioner asked what improvements had been made since the last discussions and enquired if it was being used appropriately. DCC Cooke has been working on improving the use of outcome 16. ACC Burton said there was continued focus in this area and has committed a Chief Superintendent to chair a scrutiny performance meeting focusing on seven areas which has led to an increase in victims willing to support a prosecution. The Chief Constable added it was really important to understand what evidence is available, particularly when a victim may not support the prosecution. He noted outcome 16 is an area of concern, but it is under scrutiny to ensure it is used appropriately.

6.8 The Commissioner was reassured that the Constabulary was responding to the challenges posed at an earlier Public Scrutiny Board.

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

7.1 The Commissioner noted the report.

8 HMICFRS REPORTS

8.1 HMICFRS inspection reports are brought to Public Scrutiny Board for discussion explained the Commissioner so that the section 55 response can be completed effectively regardless of whether they reference Cheshire Constabulary and any actions required are tracked and monitored.

8.2 There were two reports tabled at the meeting: -

- The joint view of the Criminal Justice Inspector on the criminal justice system, in terms of the response to COVID-19
- Disproportionate use of police powers - A spotlight on stop and search and the use of force

Many of the Commissioner's concerns regarding the criminal justice inspection had been addressed earlier in the meeting, recognising the report was primarily concerned the CJS.

8.3 With reference to the disproportionate use of police powers, the Commissioner asked the Constabulary to consider the recommendations contained within the report for further discussion at April's meeting prior to submitting a response to HMICFRS.

Duration of meeting: Part One of the meeting commenced at 11.15 and finished at 13:19.

PERFORMANCE REPORT

BACKGROUND

1.   The Commissioner is currently preparing the Police and Crime Plan which will provide the priorities for policing Cheshire. The Plan is also key to informing the Scrutiny arrangements by which the Commissioner will hold the Chief Constable to account for delivery of the priorities and for the provision of policing within Cheshire.

2.   While the Police and Crime plan is being developed, the Chief Constable has prepared a short performance summary report which provides information on a broad range of areas of policing.

RECORDED CRIME

3.   The volume of overall recorded crime for the 12 months to end of June 2021 was 86,172. This is a 5.9% reduction on the same period last year and the chart below illustrates the large reductions associated with COVID lockdown periods. In recent months recorded crime has *started* to return to, but has not yet fully reached pre-covid levels.
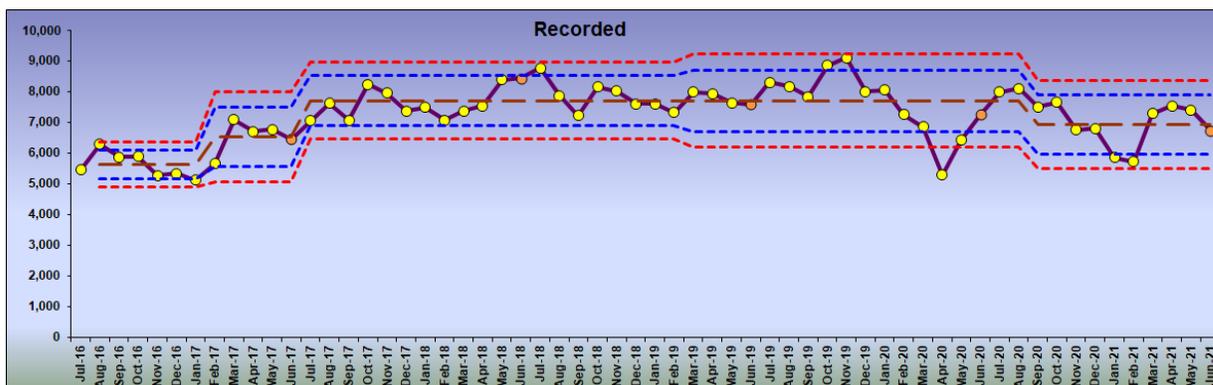


Chart 1 – overall recorded crime by month

4.   However there are differences within individual crime classifications. For example the chart below shows recorded levels of burglary which saw a reduction during the first lockdown period and has remained at low levels since. For the 12 months to the end of June 2021, 3272 offences were recorded which is 22.8% reduction on the previous year.
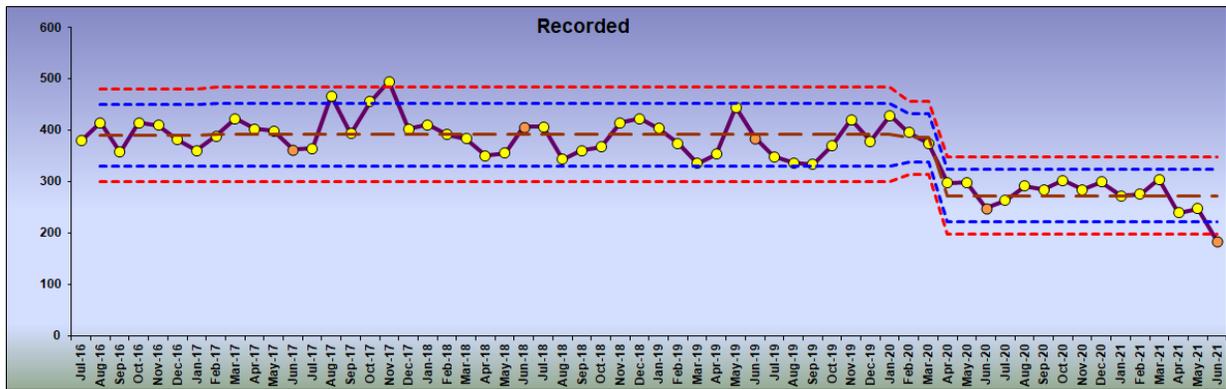
Chart 2 – recorded burglary offences by month

5.   Similarly, vehicle crime offences reduced significantly during the initial lockdown and has not started to return to pre-pandemic levels. For the 12 months to the end of June 2021, 2382 offences were recorded which is 27.7% reduction on the previous year
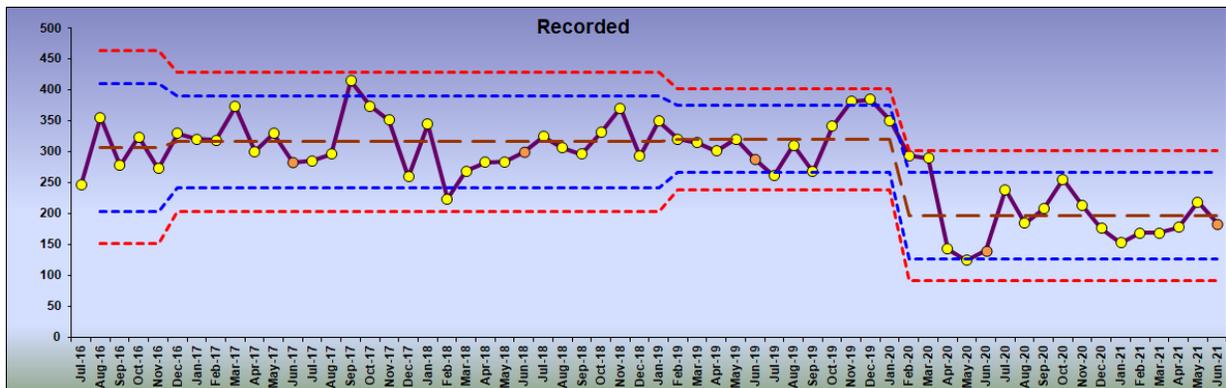
Chart 3 – recorded vehicle offences by month

6.   Shoplifting offences obviously reduced during lockdown, however offences have also not yet started to return to pre-pandemic levels. For the 12 months to the end of June 2021, 4233 offences were recorded which is 26.2% reduction on the previous year
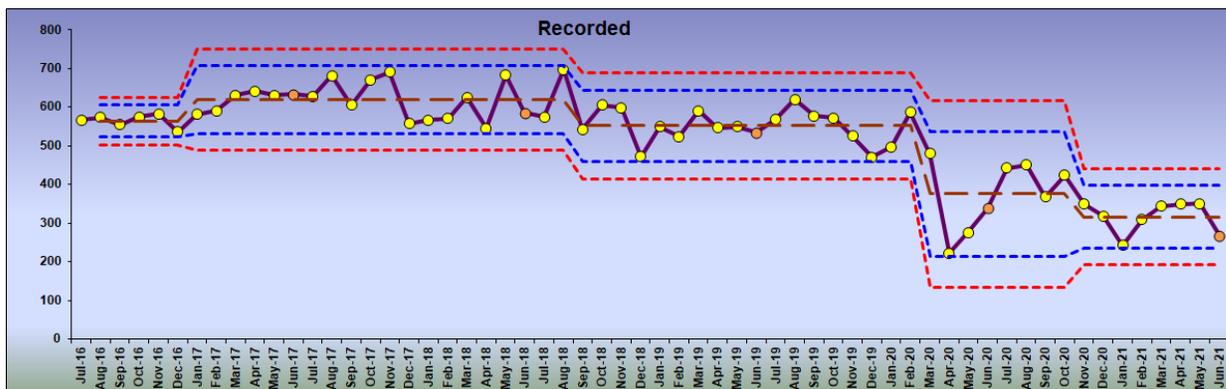
Chart 4 – recorded shoplifting offences by month

7.   Theft from person offences have also not yet started to return to pre-pandemic levels. For the 12 months to the end of June 2021, 193 offences were recorded which is 64.7% reduction on the previous year.
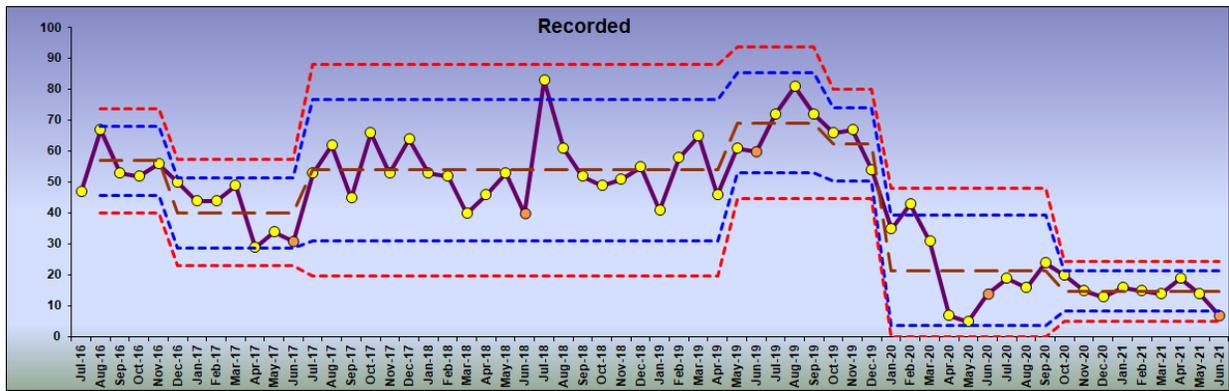
Chart 5 – recorded theft from person offences by month

8. Overall recorded violence against the person saw reductions during lockdown periods but has seen levels returning to pre-pandemic levels. For the 12 months to the end of June 2021, 39,782 offences were recorded which is 3.9% increase on the previous year.
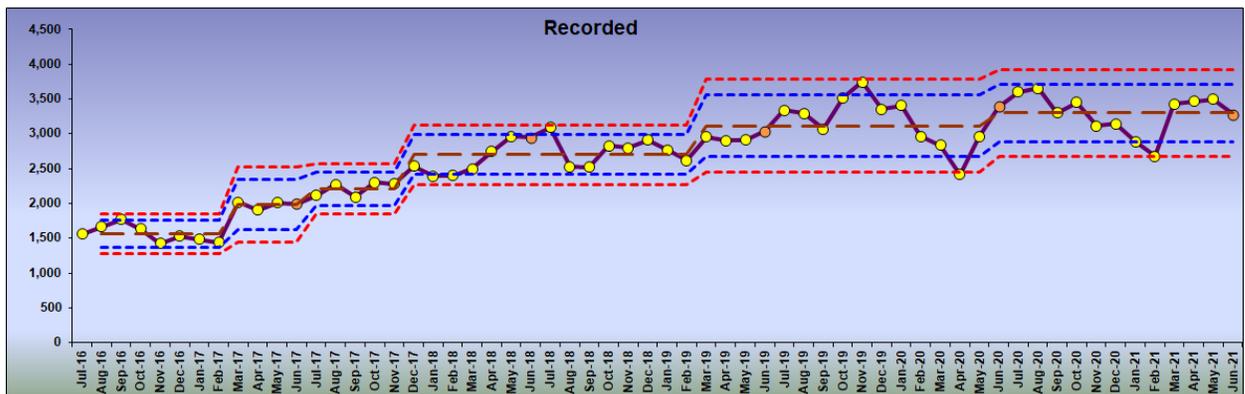
Chart 6 – recorded violence against the person offences by month

9. However, there are some variations within the overarching violence against the person category. For example recorded violence with injury offences saw large reductions associated with lockdown periods and has not quite returned to pre-pandemic levels. For the 12 months to the end of June 2021, 9,417 offences were recorded which is 4.6% reduction on the previous year.
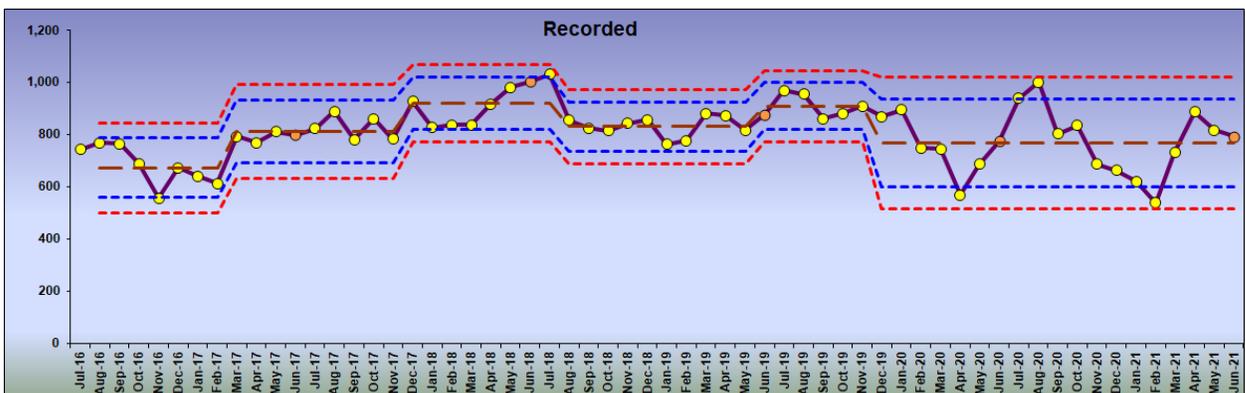

Chart 7 – recorded violence with injury offences by month

10. While offences under the stalking and harassment category, which forms part of violence without injury, has seen increases since June 2020. For the 12 months to the end of June 2021, 9,417 offences were recorded which is 4.6% increase on the previous year. It is important to recognise that changes to the Home Office Counting rules and work undertaken to improve the identification and recording of these offences will have had an effect.
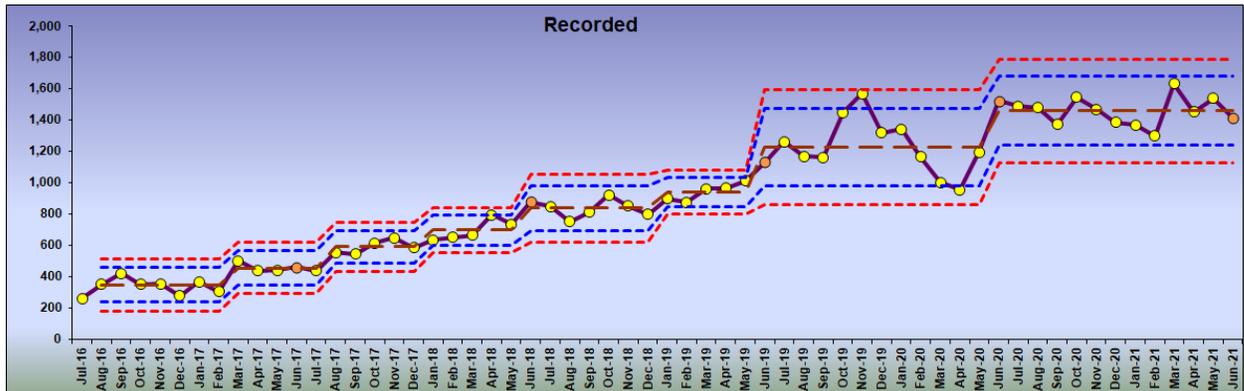
Chart 8 – recorded offences under the stalking and harassment category by month

11. Recorded sexual offences remained stable from June 2020 and was largely un-affected by lockdown restrictions and has recently seen some increases. For the 12 months to the end of June 2021, 3,108 offences were recorded which is 10.8% increase on the previous year.
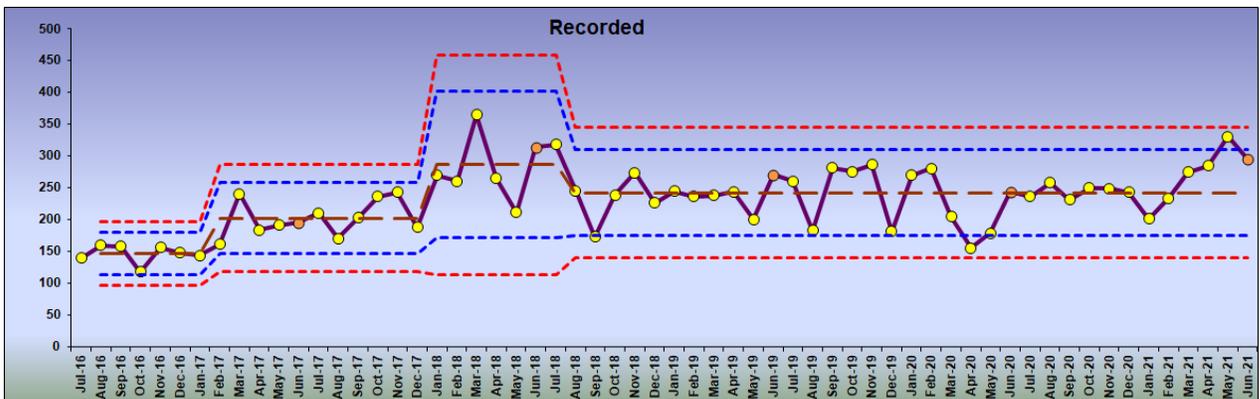

Chart 9 – recorded sexual offences by month

12. The number of offences recorded which are categorised as hate offences saw small reductions associated with lockdown periods however there was a period of higher than normal recorded during the summer of 2020 and these levels have returned as lockdown restrictions have been reduced in 2021. For the 12 months to the end of June 2021, 2281 offences were recorded which is a 15.3% increase on the previous year.
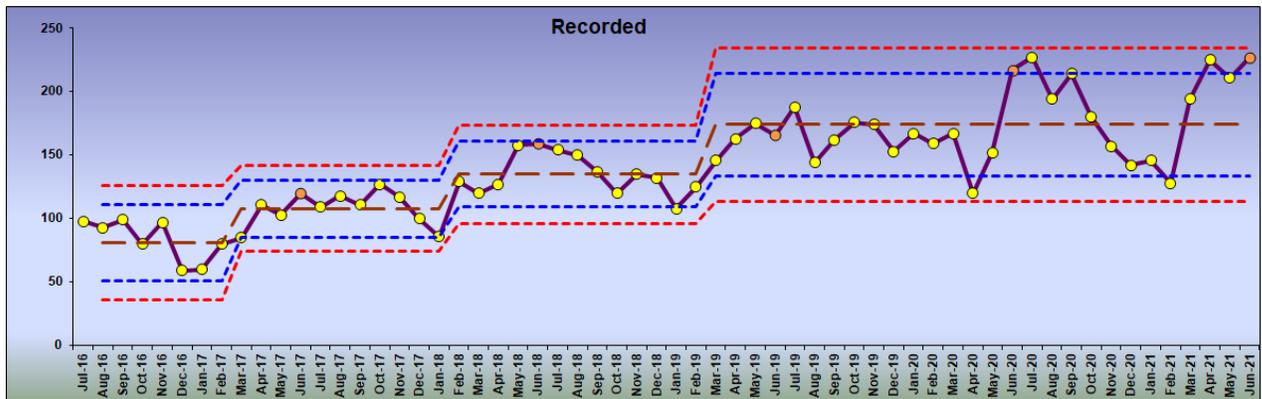
Chart 10 – recorded hate offences by month

13. The table below shows the increases by recorded 'hate type'. The largest category for Hate crimes is racial which has seen a 14% increase over the last 12 months, with increases also seen in all other hate categories other than religion or belief.

Hate Crime	12 months ending Jun-20	12 months ending Jun-21	% Change
Disability	264	357	35%
Racial	1241	1413	14%
Religion or belief	57	43	-25%
Sexual orientation	362	399	10%
Transgender	55	59	7%
Total	**1985**	**2309**	**16%**

Chart 11 – recorded hate offences by month

14. The number of offences recorded which are categorised as domestic abuse offences saw small reductions associated with lockdown periods and these have not quite returned to pre-pandemic levels. For the 12 months to the end of June 2021, 17,210 offences were recorded which is a 2% decrease on the previous year.
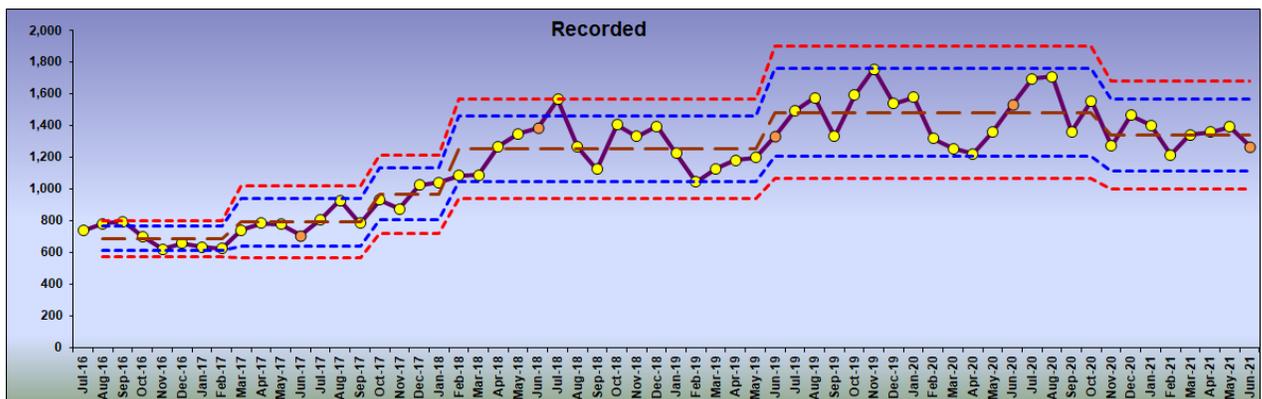


Chart 12 – recorded domestic abuse offences by month

SOLVED CRIME

15.   A national 'outcomes' framework for all police recorded crime was introduced in April 2013 and expanded further in April 2014, April 2015 and January 2016.   The framework provides the basis of all nationally published crime 'outcomes' information. The framework provides a range of 'outcomes' which can be applied to a recorded crime and are shown in the table below. These 'outcomes' are applied prior to a crime being finalised and closed which would normally be before cases are heard at Court.

16.   In 2019 some forces piloted the use of an additional crime outcome where the accused is given the opportunity to engage with an intervention activity. The outcome is recorded as

       'Outcome 22 – diversionary, educational or intervention activity, resulting from the crime report, has been undertaken and it is not in the public interest to take any further action'.

17.   This additional outcome was made available for all Forces and included within the Home Office Counting Rules from April 2020.

18.   Outcome 22 is used where no further action is taken but diversionary action has been undertaken to address offending behaviour or prevent further offending.

19.   The offender does not have to admit the offence and it therefore differs from formal action taken or in the case of a community resolution where the offender accepts responsibility for the offence. The outcome can be used where the victim does not support formal action or where the evidential threshold is not met for prosecution but where an offender agrees to diversionary activity OR this is imposed on offender e.g. Domestic Violence Protection Notice (DVPN) / Domestic Violence Protection Order (DVPO), civil orders. The outcome can also be used where the diversion is used also as an alternative to prosecution / further investigation with victim consent. E.g. attendance at victim awareness course, drug awareness course, engagement with addiction services.

20.   Traditionally many police forces have used a number of these outcomes (usually outcomes 1 to 8 on the table) to measure 'detected' or 'solved' crimes. As showing a breakdown against all of the outcomes would be difficult to display – the Constabulary generally uses 3 broad headings:

       • 'Solved' crimes (those with an outcome 1- 8)
       • Crimes where a 'suspect has been identified' (outcomes 9,10,11,12,13, 15, 16, 17, 21 and 22)
       • Crimes where a 'suspect has not been identified' (Outcomes 14 and 18)

21.   The figures are often represented as a percentage using the number of crimes given an outcome in any given period (for example over a rolling 12 month period or over a month) as a percentage of the crimes recorded during the same period.

Crime Outcomes framework
1. Charge/Summons
2. Caution – youths
3. Caution – adults
4. Taken into consideration (TIC)
5. The offender has died (all offences)
6. Penalty Notice for Disorder
7. Cannabis/Khat Warning
8. Community Resolution
9. Prosecution not in the public interest (CPS) (all offences)
10. Formal action against the offender is not in the public interest (police decision)
11. Prosecution prevented – named suspect identified but is below the age of criminal responsibility
12. Prosecution prevented – named suspect identified but is too ill (physical or mental health) to prosecute
13. Prosecution prevented – named suspect identified but victim or key witness is dead or too ill to give evidence
14. Evidential difficulties victim based – named suspect not identified – the crime is confirmed but the victim declines or is unable to support further police action to identify the offender
15. Evidential difficulties named suspect identified – the crime is confirmed and the victim supports police action but evidential difficulties prevent further action
16. Evidential difficulties victim based – named suspect identified – the victim does not support (or withdraws support from) police action
17. Prosecution time limit expired – suspect identified but the time limit for prosecution has expired
18. Investigation complete – no suspect identified. Crime investigated as far as reasonably possible – case closed pending further investigative opportunities becoming available
19. National Fraud Intelligence Bureau filed (NFIB only). A crime of fraud has been recorded but has not been allocated for investigation because the assessment process at the NFIB has determined there are insufficient lines of enquiry to warrant such dissemination
20. Further action resulting from the crime report will be undertaken by another body or agency subject to the victim (or person acting on their behalf) being made aware of the action to be taken (from April 2015)
21. Further investigation, resulting from the crime report, which could provide evidence sufficient to support formal action being taken against the suspect is not in the public interest – police decision (from January 2016)

Chart 13 – crime outcomes

22.   The chart below shows the solved rate for crime by month and illustrates generally higher rates during lockdown periods – largely associated with lower recorded offences during that period. The volume of offences solved has actually been lower in the 12 months to the end of June 2021 with 8,717 offences closed giving a solved rate of 10.1%. For the previous year 10,912 offences were solved giving a rate of 11.9%
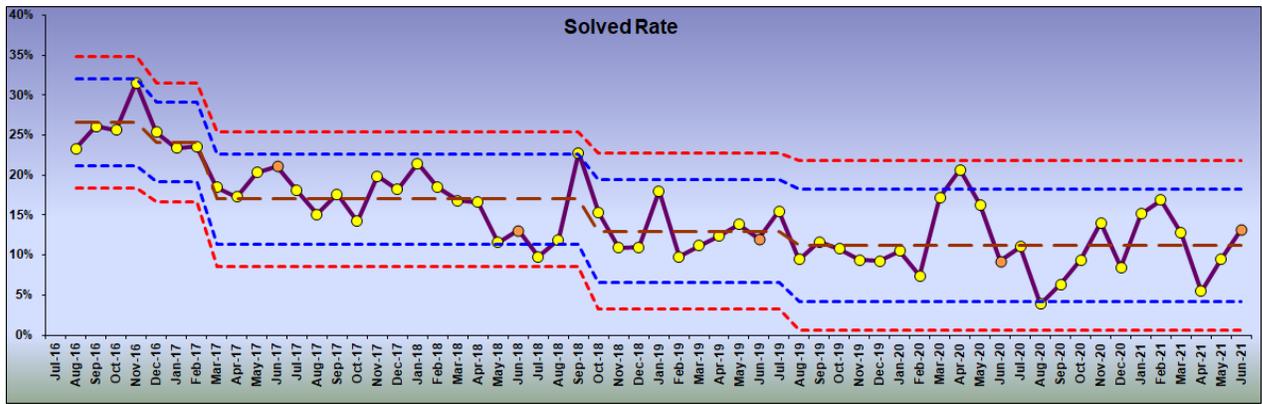
Chart 14 – overall crime solved rate by month

23.   The table below shows the solved rates for some key crime types over the last 2 years.

	Volume Solved 12 months to June 2020	Solved Rate 12 months to June 2020	Volume Solved 12 months to June 2021	Solved Rate 12 months to June 2021	Percentage point difference in solved rate
All Crime	10912	11.9%	8717	10.1%	-1.8%
Burglary	366	8.6%	342	10.5%	+1.8%
Vehicle Offences	215	6.5%	158	6.6%	+0.1%
Sexual Offences	217	7.7%	282	9.1%	+1.4%
Hate Crime	299	14.9%	275	11.9%	-3.0%
Domestic Abuse	1675	9.5%	1696	9.9%	+0.4%
Domestic Violence With Injury	599	17.2%	612	17.9%	+0.7%

Chart 15 – crime solved 12 months to June 2020 and 12 months to June 2021

INCIDENTS

24.   The volume of ASB incidents reported has increased by 4.4% to 22,634 for the 12 months to June 2021 compared to the previous year. This has been impacted by the reporting of incidents relating to breaches of COVID restrictions regarding group gatherings. It was possible to report these incidents via the Constabulary web-site as well as through the non-emergency telephone number.
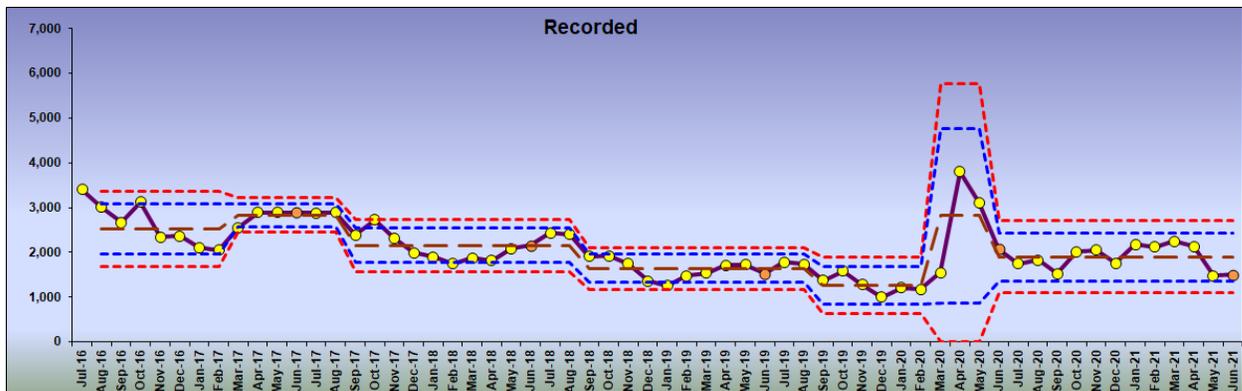
Chart 16 – reported ASB incidents by month

25.   The chart below shows the percentage of Grade 1 (emergency) incidents attended within 15 minutes. The average for the 12 months ending June 2021 is 84% which is slightly lower than the average for the previous 12 months (84.6%). However, as can

be seen on the chart, the previous periods results are inflated by higher than normal figures for the period March to June 2020 which were associated with fewer emergency incidents due to the initial lockdown. The percentage of incidents attended within 15 minutes from August 2020 to June 2021 is actually slightly higher than those pre-pandemic.
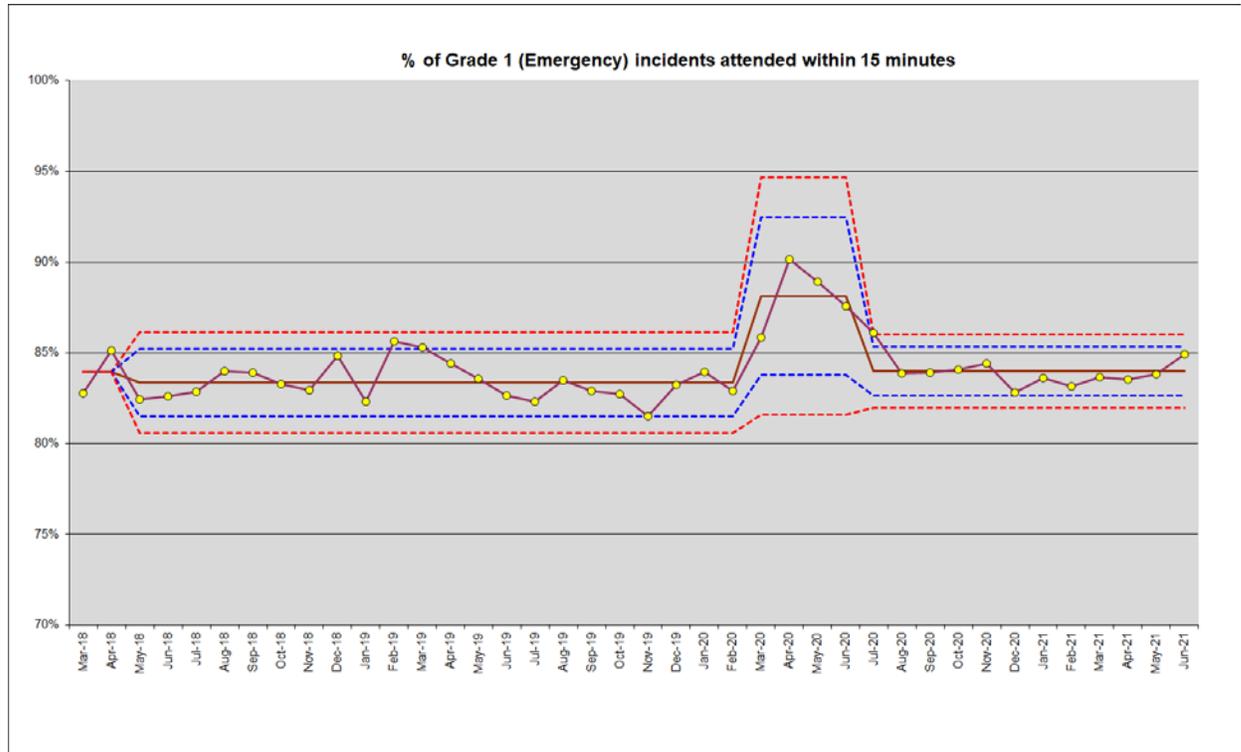
Chart 17 – % of emergency incidents attended in 15 minutes by month

26. The chart below shows the percentage of Grade 2 (prompt) incidents attended within 60 minutes. The average for the 12 months ending June 2021 is 75% which is slightly lower than the average for the previous 12 months (76.6%). However, again, the results for the comparator period are inflated by higher than normal figures for 6 months following the initial lockdown.
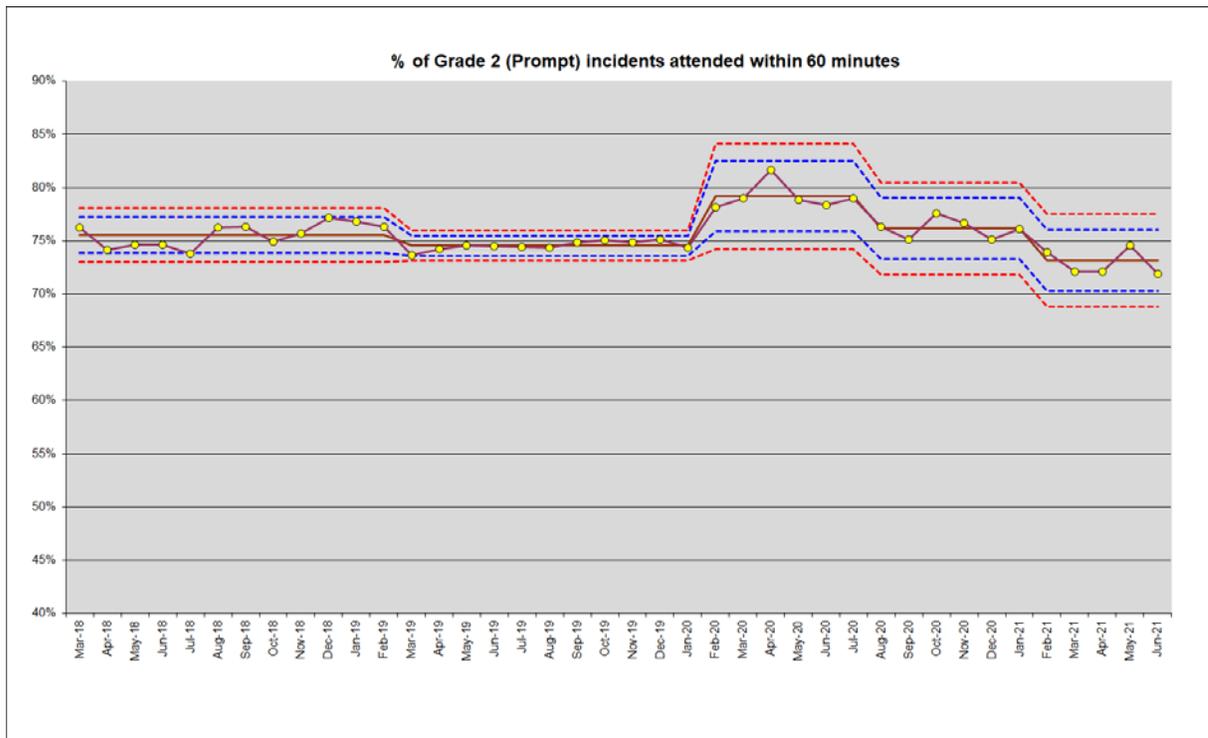
Chart 18 – % of priority incidents attended in 60 minutes by month

FATAL AND SERIOUS INJURY ROAD TRAFFIC COLLISIONS

27.   For the 12 months to the end of May 2021 there were 276 collisions at which there was a fatality or serious injury. This is a 22% increase on the previous year although the control chart below shows that the numbers are within usual boundaries. At previous Scrutiny meetings, increases in collisions involving vulnerable road users, particularly cyclists were reported during and following the initial lockdown period.
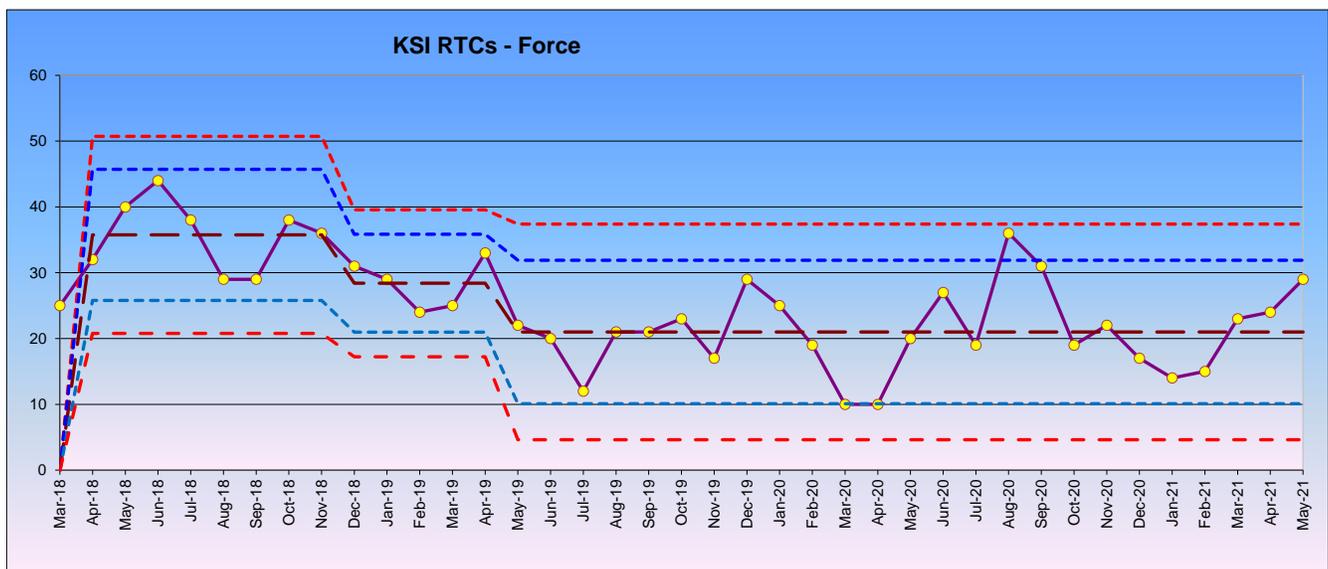
28.   For the 12 months to the end of May 2021 there were 29 fatal collisions an increase from 24 for the previous year.

VICTIM SATISFACTION

29.   For the 12 months to the end of May 2021 overall victim satisfaction for the sample of crime victims (burglary, vehicle crime, violence crime and hate crime) was 82.4% (+/- 3.3%) which is stable compared to the previous 12 months (80.6% (+/- 3.6%)).

30.   For the 12 months to the end of May 2021 satisfaction with 'actions taken' for the sample of ASB victims was 66.5% (+/- 3.2%) which is stable compared to the previous 12 months (67.1% (+/- 3.9%)).

FOR CONSIDERATION:

That the report be noted.

MARK ROBERTS
CHIEF CONSTABLE

PEOPLE & HR: PERFORMANCE REPORT

PURPOSE OF THE REPORT

1. This report updates the Police & Crime Commissioner on the People Strategy and progress against key performance indicators. Update reports on the Constabulary's work plan over the last quarter are summarised in respect of:

   - **Workforce capacity -** maximise the capacity and capability of officers, staff and volunteers through effective workforce planning
   - **Workforce capability –** build the skills of our staff and volunteers to meet current and future needs
   - **Wellbeing** – create a healthy working environment conducive and beneficial to staff and volunteers
   - **Diversity Equality and inclusion -** recruit, develop and retain a workforce more representative of the community

WORKFORCE CAPACITY

2. The Constabulary continues to undertake significant work in relation to the recruitment of Police Officers as part of both the attainment of the forces budgeted establishment and the achievement of the additional officers as part of the Police Uplift Programme (PUP) for 2021/22.

3. As at the 30.06.21, the forces Police Officer establishment stood at 2150.10 which is 74.9 below the targeted officer establishment of 2225 for the year end in 2022. The Constabulary continues to work towards further intakes of both PCDA and IPLDP intakes throughout 2021 and 2022 to meet this target.

4. The Force advertised for a Fast Track Detective programme as a further intake route in to the Police Force. The programme has been very popular with the number of applications far exceeding expectations and the force considering how to further expand the number of places that could be utilised through the campaign. The first cohort of 30 officers started in initial training W/C 28th June 2021 and a further intake is scheduled for 10th January 2022.

5. To support with the Police Uplift Programme through the retention of officers across the force with specific skill sets, the Force is progressing with the implementation of a Returners Scheme to enable the effective return to duty of Police Officers from Cheshire Constabulary back into force

6. The force continually advertises for Transferee and Rejoiner opportunities. A cohort of 6 Detective transferees and 3 PC transferees, including 1 PC transferring as part of the Armed Forces Covenant, are progressing through the recruitment process to commence in force during August 2021.

7. For 2021/22 the Constabulary had a budgeted establishment of 200 PCSO's which included Cheshire funded and partnership (fully) funded posts. A cohort of 5 PCSO's started in training W/C 27th April 2021.

8. The following table summarises the current budget v's actual position for the force in relation to Police Officers and PCSO's. In relation to Police Staff establishment the force currently monitors actual budget spend for staff and manages changes to posts in year through the Scheme of Delegation and the Chief of Staff.

	Budgeted Posts	Actual	Variance	Variance %
Police Officers	2225	2150.10	- 74.9	- 3.37%
PCSO's	200	199.6	- 0.4	- 0%

9. Formal offers were issued to 15 Special Constable recruits for the 27th February 2021 intake, A further intake of Specials is being progressed and will commence on 11th September 2021. There are 41 candidates who are currently progressing through pre-employments for this intake.

10. Due to the Special Constabulary also being a natural career pathway to Police Constable roles the force continues to focus on this entry route with a year round recruitment campaign open. The force is currently scoping an internal fast track process for existing Independent Special Constables across the force and police staff who apply to be a police constable with Cheshire Constabulary.

11. The force completed the promotion for officers to the rank of Sergeant, Superintendent and Chief Inspector. The force has also completed the appointment process for Deputy Chief Constable.

WORKFORCE CAPABILITY

LEARNING AND DEVELOPMENT:

12. The Force Training Needs Analysis (TNA) was completed in the first quarter of 2021 resulting in submitted training needs identified by departmental heads being agreed and included in the Corporate Training Plan.

13. Four (4) Key training priorities have been identified for 2021/2022 from the Police and Crime Plan, Force Management Statement, 2025 Policing Vision, TNA and the Force Plan on a Page, which have been incorporated into the 2021/2022 training delivery plan.

    I.   Operational Policing – Neighbourhoods/LPU's, Major and serious crimes including detective resources

    II.   Safeguarding and vulnerability – including Domestic Abuse, 'Hidden Harm', Modern Day Slavery and County Lines

    III.   Investigation Standards - Crime Data integrity (CDI), File quality improvement, Cyber and Digital investigations

    IV.   Inclusive Leadership - Equality, Diversity and Inclusion (EDI), performance culture, talent management

14. In order to ensure the Force meets its PIP2 Investigative capacity five trainee detective courses will be delivered during 2021/2022, 2 of which have been ran. An additional trainee detective process closed in April 2021. Tutor detective courses are being delivered to support and mentor trainee detectives through their mandatory specialist rotations and county cover rotas.

15. Domestic abuse training continues to support officers/staff when responding to an investigating domestic abuse reports. This training has been delivered utilising a blended approach of knowledge, understanding and immersive exercises within initial training programmes to officers, trainee detectives and staff including new recruits joining the Force Control Centre (FCC).

16. Bespoke domestic abuse Bitesize training have been created and is currently being rolled out to officers and staff. To date this training has been delivered to 84% of frontline officers and civilian investigators and 98% of FCC staff.

17. 57 police officers/police staff members have been identified as being DA Champions with 16 of these staff members receiving DA Champion's training in May/June (28%). Future courses are being planned to train the remaining DA Champions.

18. Crime data integrity (CDI) remains a priority training area to upskill officers and staff to ensure CDI performance and National Crime Recording Standards (NCRS) compliance for the victims of Cheshire.

19. Initial CDI training has been delivered to 81% of officers/staff that require this training due to their role. However to build on this further CDI training has been developed and is being delivered to include:

    ✓ CDI for New Starters (PC's, Sgts, Inspectors, Detectives and FCC inductions)
    ✓ Refresher training as part of the FCC CPD
    ✓ NCALT - Public Protection
    ✓ Investigative Skills and File Quality (IS&FQ) course – mandatory for all operational officers/staff
    ✓ Refresher training via the Learning Hub to all officers/staff
    ✓ Your Role as Sgt in CDI – course commences 1st quarter 2021
    ✓ All Occurrence Management Unit (OMU) staff – currently 84% of OMU staff trained
    ✓ New Sgts/Inspectors training course (PROMOTE).

20. Investigation Standards & File Quality continues to be a training priority. This training upskills operational officers and staff involved in investigations to ensure court case files are submitted to support the most vulnerable members of our communities and bring offenders to justice.

21. A three day Investigative Skills and File Quality (ISFQ) course has been delivered to 279 out of 846 officers and staff that have been identified as requiring the training (33%). The Force have mandated this course to all operational officers and staff, however in light of the current Covid-19 situation, and social distancing obligations, this course will be delivered virtually to ensure staff are upskilled in a timely manner whilst adhering to Covid-19 restrictions.

22. The Force continues to focus on its approach to staff 1-2-1 meetings, supporting staff in setting priorities in line with the "Plan on the Page", continuous professional development and skills based assessment. The Force's approach to Performance and Talent Conversations continues to support this.

23. A new simplified Performance and Talent Conversation was been introduced in April 2021 to ensure that the system is not a barrier to managers having these meaningful conversations about performance, development and wellbeing with their direct reports. Use of the new application was promoted on the intranet, with online demos and short videos available for staff to view explaining how it works.

24. Managers were encouraged to attend workshops focusing on best practice for having a Performance and Talent Conversations and so far 57 leaders have attended. A supporting toolkit has been developed for managers and is available on the Force Intranet. To date 22% of employees have a Performance and Talent Conversation.

25. The new Performance and Talent Conversation application promotes wellbeing including Pause Point the new Personal Support Passport. The application also houses a Talent Grid and the Integrity Health Check.

26. The importance of first line supervisors in developing and supporting employees has been identified as a key issue for the Force. The Leadership and Talent Team are supporting the roll out of the Sergeants' Pledge – a half-day mandatory workshop where expectations of leaders are set by the Chief Constable, including development on DEI and High Performing Teams.

27. The roll out of a suite of Management Bitesize courses designed to support managers with core skills has continued. These sessions have been adapted due to the impact of Covid-19 and are now being run digitally.

28. Leadership development solutions are run in line with promotion processes to equip newly promoted officers with management and leadership skills they need to succeed. PROMOTE courses for the newly promoted Sergeants and Inspectors have taken place throughout April and March.

29. These comprehensive programmes aim to develop the technical skills, business acumen and personal skills required for the rank and will be followed up with a further workshop every quarter. A blended approach was adopted combining videos, interactive workbooks, quizzes and Skype workshops etc. It is proposed that the PROMOTE Programme will be offered to managers new to acting up too.

30. Cheshire's online learning platform 'The Learning Hub' has 82% of our current staff with activated accounts. The Corporate Induction has moved to on-line delivery through the Learning Hub.

31. The third cohort of Police Constable Apprentice Programme (PCDA) passed out on 5th March 2021. 30 students successfully completed the initial training and all assignments were completed to a good standard. Our HEI partner, the University of Chester were very complimentary of the commitment and engagement of all students demonstrated throughout the course. The forth cohort commenced on 15th March 2021. IPLDP+ 3 commenced on 2nd March 2021 and IPLDP+4 on 28th June. IPLDP+4 is Cheshire's first fast track detective programme.

32. Training has been delivered to our tutor constables to assist in the coaching and mentoring of our new Student Officers throughout their in-company period. To meet the demand that the Uplift Programme has created, 2 additional Tutor Constable courses, one in July and the other towards the end of the year are planned, providing an additional 30 tutors.

33. Cycle 8 of the Response Training Day ran from 26th May until 23rd June. This cycle included an input from the Head of PSD, which focused on key points such as information security, notifiable associations and sexual misconduct, such as abusing your position for sexual gain (APSG) and sexual harassment. There was also an input from a force POLSA, Police Licensed Search Advisor, outlining missing person golden hour principles, initial stages of the investigation and applying an investigative mindset from the outset.

34. Cycle 8 of the Neighbourhood training days for our Neighbourhood Management teams ran over a similar period and had an input on licencing from the Force licencing team, whilst in the afternoon, the session focused on community engagement.

WELLBEING AND ENGAGEMENT

Wellbeing

35. The Constabulary remains committed to ensuring a safe and supportive working environment for officers and staff who face the demands of working on the front line, those who have returned to the work place, and those working from home during this challenging time. The impact on staff of both their physical and mental health is the focus of the People Strategy, with wellbeing and engagement being the main outcome measures.

36. The Wellbeing Champions Steering Group chaired by the DCC has Champions representing all areas of the force. Localised wellbeing plans are now in place and are reviewed quarterly at the meeting. The Wellbeing Champions and Allies continue to act as focal points within LPU's and Departments across the Force to cascade information and articles on wellbeing initiatives to support the wellbeing calendar of events. The force Wellbeing Newsletter is to be replaced with a quarterly force Wellbeing Magazine to capture news and good practice articles. The magazine will be available on-line and hard copies will be available on info points across the force.

37. Wellbeing and Resilience Awareness sessions form part of the force induction for new IPLDP and PCDA intakes and provides an overview of the four strands of wellbeing; the importance of building resilience and signposting for support. PERMA Resilience Training has been revised for remote delivery to officers and staff during 2021.

38. The 8 Point Promise has been reviewed further and will be launched via the PCC and Chief Constable. It now provides descriptive step by step guidance on the support available to officers and staff subjected to assault and hate crime. Three C's have been introduced to demonstrate the Care, Compassion and Commitment in place along with a Care Plan to provide physical and psychological support from occupational health (including testing where officers are exposed to Covid-19).

39. The Wellbeing Tile on the Force Intranet "#Gettingthroughthistogether" continues to be updated to provide support and guidance on the four strands of wellbeing: Physical, Financial, Social and Psychological. There are also links to the support available via Wellbeing Champions and Allies, CiC (Employee Assistance Programme), Staff Association and Networks, Occupational Health and MIND Mental Health Counselling and NWPBF Programme of Care, Police Mutual, Police Care UK, and the OK National Police Wellbeing Service.

40. The Wellbeing Team continue to work collaboratively with the Staff Associations and Networks on monthly events to highlight the specific physical, financial and psychological support available for officers and staff during the pandemic

41. Information and FAQ's based on GOV.UK/PHE guidance continues to be updated on the central Covid-19 tile on the Force Intranet. The tile also links to updates from PHE, the NHS and material from Oscar Kilo National Police Wellbeing Service to support the mental health and resilience of front line officers and staff during this difficult time.

42. The Agile Working Group continue to progress with meetings held with HoD's at HQ to explore ways of working, space and equipment required post Covid-19. The Smarter Work Procedure will be launched using a phased approach due to Government advice on requirement for staff to work from home where possible during Covid-19. The Agile working tile on the intranet is currently under review and will be updated to coincide with the launch of the procedure under phase 3.

43. Nominations opened for the Constabulary's 2021 ACE Awards on Monday 10 May and the deadline for nominations to be submitted has now been extended to Wednesday 23 June 2021, 98 nominations have been submitted Last year, the awards were held virtually but normal service will be resumed for 2021.

44. NPCC launched their second National Wellbeing Survey in November last year and Cheshire has signed up with Durham University to receive localised results. We have received notification that these will be shared with the constabulary in the next few weeks.

45. A Covid Support Group has been launched across the force to recognise and support officers and staff suffering from both the long term effects and concerns relating to Covid-19. The Covid Contacts include representation from Federation, Unison, Staff Networks, Wellbeing Team, HR Advisors and an OH Clinician. There will be a skype meeting each week commencing on Wednesday 21st April with specific slots for officers and staff to join for a chat to answer any questions or concerns and signpost to the support available both within the force and with our external partners**.**

46. Work is ongoing to review the future delivery of occupational health services. The tender process to ensure continuity of a core provision for the next three years is in progress.

Benefits

47. An Emergency Loan scheme has been introduced for all staff to access. There have been 5 employees, to date, who have taken up the scheme and have received a loan payment.

48. A web based benefits portal is due to be launched in March 2021 and will be accessible by all employees. The portal will be provided to the Constabulary via Edenred and will initially house both Childcare Vouchers and Cycle2Work, alongside various retail discounts.

49. The Cycle2Work scheme was opened, from 1st June 2021 to 30th June 2021 for applications.

Sickness Absence

50. Absence for the Force to the end of May 2021 is 3.49%. Police Officers alone is 3.69% and Police Staff is 3.2% - see table below. Officers and staff absence both saw the largest increase in January, both have decreased since then although have increased again in May.

	% hours lost due to sickness												
	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Total
Officers	3.27 %	3.19 %	3.18 %	3.53 %	3.94 %	3.63 %	3.82 %	4.97 %	4.1 %	3.85 %	3.26 %	3.58 %	3.69 %
Staff	2.48 %	3 %	3.26 %	3.6 %	3.64 %	3.5 %	2.64 %	3.57 %	2.89 %	3.17 %	2.98 %	3.72 %	3.2 %
Officers and Staff	2.94 %	3.11 %	3.22 %	3.56 %	3.81 %	3.57 %	3.32 %	4.38 %	3.59 %	3.56 %	3.14 %	3.64 %	3.49 %

51. Officer absence has primarily tracked higher than staff absence throughout the 12 month period although this has changed in May. Graphs to show the absence levels over the last six months are contained in Appendix A.

52. Using data from 31st May 2021, the total number of individuals off sick was 116 - of these, 21.55% were off on short-term sickness (defined as 1 to 7 days), 30.17% were off on medium term sickness (defined at 8 to 28 days) and 48.28% were off on long term sickness (defined as 29+ days). Three of the long term cases relate to the pandemic.

53. The main reason for long-term sickness continues to be mental health at 51.79% (a mix of both personal and work related) followed by Hospital Investigation/Treatment/Op at 8.93% and then a mixture of other reasons in the low percentages.

54. All sickness cases are regularly reviewed to ensure all interventions and support is in place for the individual. Close working relationships with Occupational Health, Unison, the Federation and Staff Associations to supports those absent from work is ongoing.

55. In line with the changes to Police Regulations 22 and 28A under the new definitions of Limited Duties, the Constabulary continues to review police officers who are on adjusted duties. To date we have 83 Police Officers who are categorised as `not fully deployable' due to medical reasons. There is a process in place to review officers annually who are not full deployable

56. Mental wellbeing and work related trauma remains an increasing concern for officer and staff wellbeing as well as a key factor for absence. Mandatory Consultative Support sessions are available for employees working in identified 'high risk, sensitive roles and are being delivered by HealthWork. In addition, we have recently engaged

Associate Counsellors through HealthWork to maintain low waiting times for officers and staff requiring support, with a view to ensuring those requiring assistance are seen with the minimum of delay.

57. Serious injuries (reportable to the HSE) remain within the norms for previous years. A full Health & Safety Team Site has been published and publicised on Weekly Orders and E-Catalyst. In this area you can view Health & Safety guidance and bulletins plus various other resources and risk assessments.

58. At present we have 2 officers and 1 member of staff going through the medical retirement process. For the financial year 2021/22 to date 2 officers have been retired on the grounds of ill health.   For 2020/2021 16 officers and 3 members of staff were retired on the grounds of ill health.

Diversity, Equality & Inclusion

59. Attached at Appendix B is a breakdown of the forces staffing by protected characteristic. The force has seen some positive inroads in relation to the movement of representation across protected characteristics but is still dedicated to furthering this in line with national/regional representation figures as per below:

	National Population	Cheshire Population 2011 census	Cheshire Police Officer Baseline May 2016	Cheshire Police Officer September 2020
BAME	14.5%*	3.09%	0.7%	1.83% ↓
Females	51%**	51%	33.5%	35.17% ↑
Disability	6.00%	Not available	0.89%	2.11% ↑
LGBT	4.00%	Not available	2.52%	2.53% ↑

*Based on 2016 mid-year estimates
** Based on 2019 mid-year estimates

60. The Constabulary has seen a reduction in the number of BAME Officers in force. The force have followed up on the leaving reasons for those officers leaving which have been driven by both personal and professional reasons. Exit interview processes have been offered through both the forces normal exit process and also the DE&I team.

61. The Personal Support Passport has been launched this quarter, along with the Performance and Talent Conversations. This will help individuals let their line managers know about their health or caring responsibilities, so they can understand and include those individuals at work. This passport also takes away the need for the individual to explain their personal circumstances each time their line manager changes or they change roles, as it stays attached to their personal support passport.

62. The DEI Team continues to support the force in the running of positive action webinars with new applicants for both officer and staff roles. The numbers of potential applicants that have engaged with the forces 'Where you can be you' campaign continue to grow.

63. Chief Constable Roberts has introduced the Sergeants pledge for all substantive and newly promoted Sergeants to sign and has identified DEI as a critical input to ensure that all Sergeants are focused on building a sense of inclusion to all front line teams.

The presentation highlights the importance of inclusion in the workplace, and the resources that are available to make this as easy as possible

64. 147 Inclusion Allies have been recruited across the force and have received a 2 hour workshop from the DEI team. These allies will provide two way communications about DEI initiatives and issues that need to be addressed. In addition the DEI team have also delivered the first quarterly inclusion allies meeting which included a 1 hour CPD input from Superintendent Alex McMillan around active listening.

65. A #TimeToTalk event was held on 8 June for Crewe and Ellesmere Port LPUs. The aim of these events are to get people thinking about other people's situations in life (within and outside of work), and start to think about how important starting a conversation is, and getting to know their teams.   A retired detective sergeant from Merseyside Police gave an insight into his transgender journey whilst being a serving officer. Just over 50 people attended this event. Feedback from a PCSO at Crewe highlighted how they had been able to apply learning from the event to support a member of the public causing harm to themselves on a bridge.

66. In order to improve knowledge and understanding, we have shared articles on the intranet about: International Roma Day, Ramadan Blogs, Ramadan article by Hussein Fulat, Eid Mubarak, Neurodiversity week, IDAHOBIT Day and LGBT+ parent support group, National day of prayer for police and Gypsy Roma Traveller History Month.

FOR CONSIDERATION:
    To consider and receive the report.

MARK ROBERTS
CHIEF CONSTABLE

Appendix A – Absence Data

The below graph shows total Force sickness absence from January 21 to June 22. Following an increase in January up to 4.38% there has been a decrease to the current rate of 3.58%.
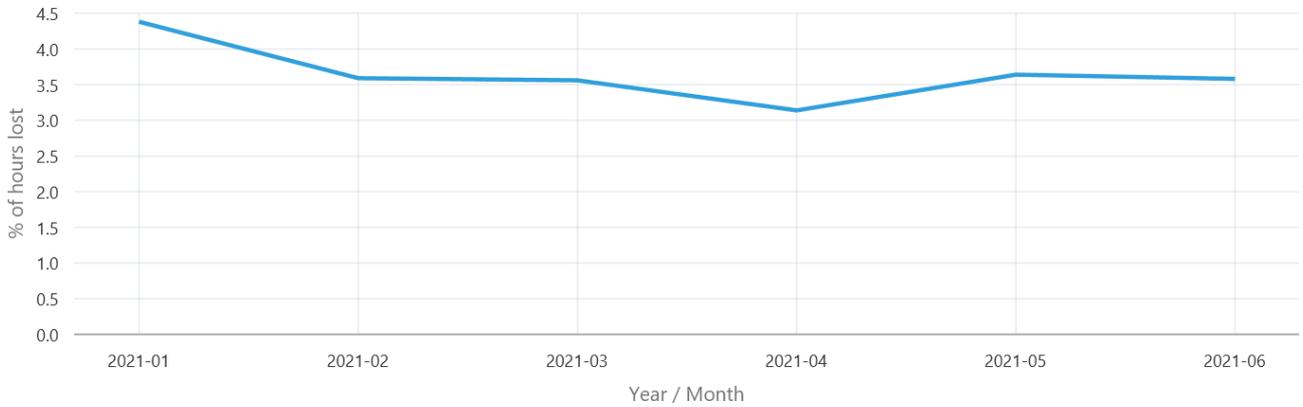
The below graph shows Police Officer sickness absence from January 21 to June 21 with a steady decrease from 4.97% to 3.35%.
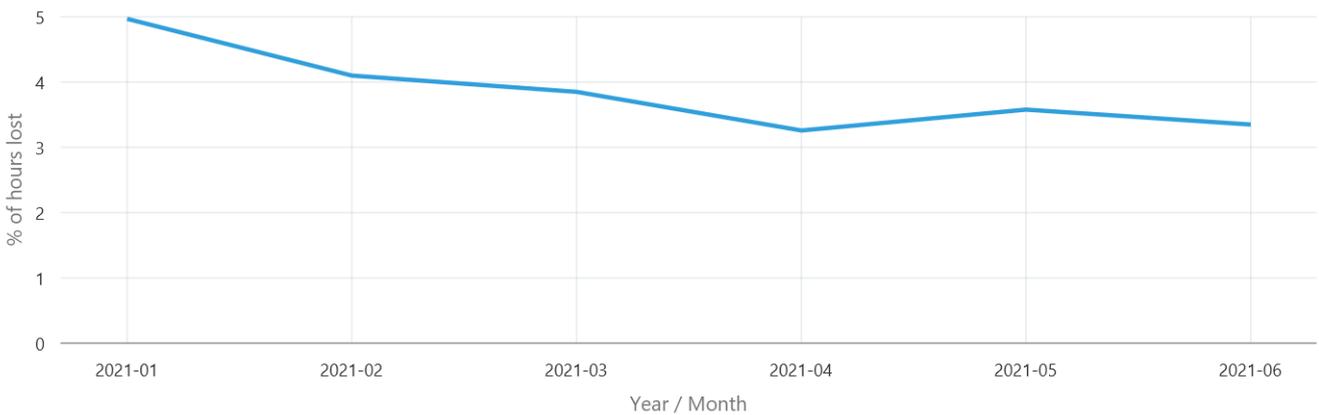
The below graph shows Police Staff sickness absence from January 21 to June 21 with an increase from 3.57% to 3.88%.
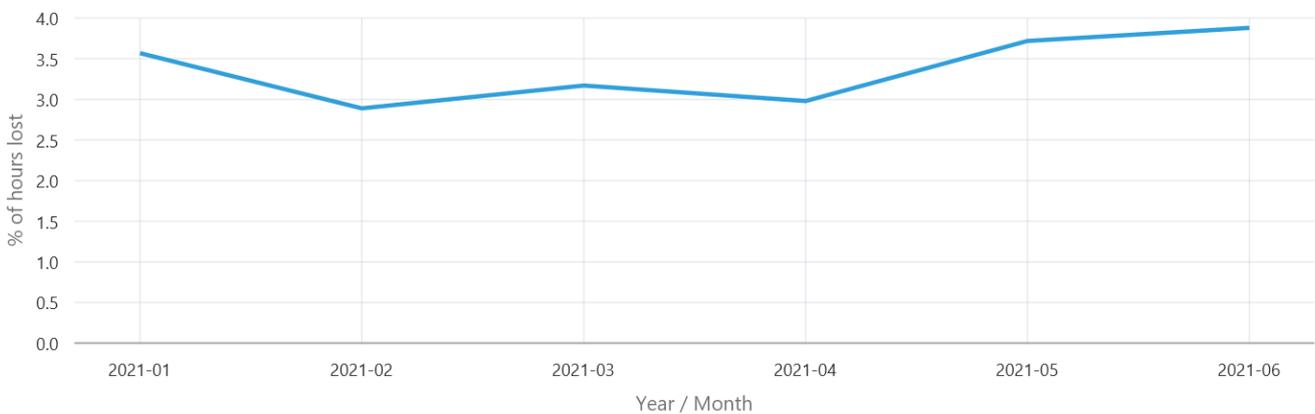
APPENDIX B – Breakdown of protected characteristics by headcount

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 30th June 2021.
NB. Significant reduction in number of employees listed as "Not Known" due to data quality exercise.

Ethnicity		Asian		Black		Mixed		Not Known/Provided		Other		White		Headcount	%
Employee Type	Grade	Headcount	%	Headcount	%	Headcount	%	Headcount	%	Headcount	%	Headcount	%		
1. Officer	1. ACPO											5.	100.00%	**5.**	**100.00%**
1. Officer	2. Chief Superintendent					1.	20.00%					4.	80.00%	**5.**	**100.00%**
1. Officer	3. Superintendent											18.	100.00%	**18.**	**100.00%**
1. Officer	4. Chief Inspector	1.	3.13%					1.	3.13%			30.	93.75%	**32.**	**100.00%**
1. Officer	5. Inspector					2.	2.02%	3.	3.03%			94.	94.95%	**99.**	**100.00%**
1. Officer	6. Sergeant	2.	0.57%	2.	0.57%	3.	0.85%	4.	1.14%			341.	96.88%	**352.**	**100.00%**
1. Officer	7.Constable	12.	0.71%	2.	0.12%	15.	0.89%	23.	1.37%	2.	0.12%	1,630.	96.79%	**1,684.**	**100.00%**
1. Officer Total		**15.**	**0.68%**	**4.**	**0.18%**	**21.**	**0.96%**	**31.**	**1.41%**	**2.**	**0.09%**	**2,122.**	**96.67%**	**2,195.**	**100.00%**
2.PCSO	PCSO	1.	0.49%	1.	0.49%	2.	0.98%	2.	0.98%			198.	97.06%	**204.**	**100.00%**
2.PCSO Total		**1.**	**0.49%**	**1.**	**0.49%**	**2.**	**0.98%**	**2.**	**0.98%**			**198.**	**97.06%**	**204.**	**100.00%**
3. Staff	1. SM Grades							2.	7.69%			24.	92.31%	**26.**	**100.00%**
3. Staff	2. PO Grades					1.	0.62%	4.	2.48%			156.	96.89%	**161.**	**100.00%**
3. Staff	3. SO Grades					1.	0.66%	3.	1.99%	1.	0.66%	146.	96.69%	**151.**	**100.00%**
3. Staff	4. Scales 4-6	1.	0.11%	5.	0.57%	2.	0.23%	29.	3.30%			842.	95.79%	**879.**	**100.00%**
3. Staff	5. Scales 1-3			2.	0.51%	2.	0.51%	14.	3.55%			376.	95.43%	**394.**	**100.00%**
3. Staff Total		**1.**	**0.06%**	**7.**	**0.43%**	**6.**	**0.37%**	**52.**	**3.23%**	**1.**	**0.06%**	**1,544.**	**95.84%**	**1,611.**	**100.00%**
4.Special	Special	2.	0.99%	1.	0.49%			5.	2.46%			195.	96.06%	**203.**	**100.00%**
4.Special Total		**2.**	**0.99%**	**1.**	**0.49%**			**5.**	**2.46%**			**195.**	**96.06%**	**203.**	**100.00%**
Grand Total		**19.**	**0.45%**	**13.**	**0.31%**	**29.**	**0.69%**	**90.**	**2.14%**	**3.**	**0.07%**	**4,059.**	**96.34%**	**4,213.**	**100.00%**

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 30th June 2021

Gender		Female		Male		Headcount	%
Employee Type	Grade	Headcount	%	Headcount	%		
1. Officer	1. ACPO	2.	40.00%	3.	60.00%	**5.**	100.00%
1. Officer	2. Chief Superintendent	1.	20.00%	4.	80.00%	**5.**	100.00%
1. Officer	3. Superintendent	7.	38.89%	11.	61.11%	**18.**	100.00%
1. Officer	4. Chief Inspector	11.	34.38%	21.	65.63%	**32.**	100.00%
1. Officer	5. Inspector	30.	30.30%	69.	69.70%	**99.**	100.00%
1. Officer	6. Sergeant	75.	21.31%	277.	78.69%	**352.**	100.00%
1. Officer	7.Constable	659.	39.13%	1,025.	60.87%	**1,684.**	100.00%
1. Officer Total		**785.**	**35.76%**	**1,410.**	**64.24%**	**2,195.**	**100.00%**
2.PCSO	PCSO	101.	49.51%	103.	50.49%	**204.**	100.00%
2.PCSO Total		**101.**	**49.51%**	**103.**	**50.49%**	**204.**	**100.00%**
3. Staff	1. SM Grades	11.	42.31%	15.	57.69%	**26.**	100.00%
3. Staff	2. PO Grades	96.	59.63%	65.	40.37%	**161.**	100.00%
3. Staff	3. SO Grades	91.	60.26%	60.	39.74%	**151.**	100.00%
3. Staff	4. Scales 4-6	586.	66.67%	293.	33.33%	**879.**	100.00%
3. Staff	5. Scales 1-3	297.	75.38%	97.	24.62%	**394.**	100.00%
3. Staff Total		**1,081.**	**67.10%**	**530.**	**32.90%**	**1,611.**	**100.00%**
4.Special	Special	56.	27.59%	147.	72.41%	**203.**	100.00%
4.Special Total		**56.**	**27.59%**	**147.**	**72.41%**	**203.**	**100.00%**
Grand Total		**2,023.**	**48.02%**	**2,190.**	**51.98%**	**4,213.**	**100.00%**

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 30th June 2021..

Disability		No		Yes		Headcount	%
Person Type	Grade	Headcount	%	Headcount	%		
1. Officer	1. ACPO	5.	100.00%			**5.**	100.00%
1. Officer	2. Chief Superintendent	5.	100.00%			**5.**	100.00%
1. Officer	3. Superintendent	14.	77.78%	4.	22.22%	**18.**	100.00%
1. Officer	4. Chief Inspector	28.	87.50%	4.	12.50%	**32.**	100.00%
1. Officer	5. Inspector	83.	83.84%	16.	16.16%	**99.**	100.00%
1. Officer	6. Sergeant	325.	92.33%	27.	7.67%	**352.**	100.00%
1. Officer	7.Constable	1,613.	95.78%	71.	4.22%	**1,684.**	100.00%
1. Officer Total		**2,073.**	**94.44%**	**122.**	**5.56%**	**2,195.**	**100.00%**
2.PCSO	PCSO	194.	95.10%	10.	4.90%	**204.**	100.00%
2.PCSO Total		**194.**	**95.10%**	**10.**	**4.90%**	**204.**	**100.00%**
3. Staff	1. SM Grades	24.	92.31%	2.	7.69%	**26.**	100.00%
3. Staff	2. PO Grades	136.	84.47%	25.	15.53%	**161.**	100.00%
3. Staff	3. SO Grades	126.	83.44%	25.	16.56%	**151.**	100.00%
3. Staff	4. Scales 4-6	775.	88.17%	104.	11.83%	**879.**	100.00%
3. Staff	5. Scales 1-3	348.	88.32%	46.	11.68%	**394.**	100.00%
3. Staff Total		**1,409.**	**87.46%**	**202.**	**12.54%**	**1,611.**	**100.00%**
4.Special	Special	199.	98.03%	4.	1.97%	**203.**	100.00%
4.Special Total		**199.**	**98.03%**	**4.**	**1.97%**	**203.**	**100.00%**
Grand Total		**3,875.**	**91.98%**	**338.**	**8.02%**	**4,213.**	**100.00%**

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 30th June 2021.

Age		25 and Under		26 to 40		41 to 55		56 and Over		Headcount	%
Employee Type	Grade	Headcount	%	Headcount	%	Headcount	%	Headcount	%		
1. Officer	1. ACPO					5.	100.00%			**5.**	**100.00%**
1. Officer	2. Chief Superintendent					4.	80.00%	1.	20.00%	**5.**	**100.00%**
1. Officer	3. Superintendent			1.	5.56%	17.	94.44%			**18.**	**100.00%**
1. Officer	4. Chief Inspector			3.	9.38%	29.	90.63%			**32.**	**100.00%**
1. Officer	5. Inspector			28.	28.28%	69.	69.70%	2.	2.02%	**99.**	**100.00%**
1. Officer	6. Sergeant			109.	30.97%	237.	67.33%	6.	1.70%	**352.**	**100.00%**
1. Officer	7.Constable	180.	10.69%	891.	52.91%	594.	35.27%	19.	1.13%	**1,684.**	**100.00%**
1. Officer Total		**180.**	**8.20%**	**1,032.**	**47.02%**	**955.**	**43.51%**	**28.**	**1.28%**	**2,195.**	**100.00%**
2.PCSO	PCSO	34.	16.67%	83.	40.69%	67.	32.84%	20.	9.80%	**204.**	**100.00%**
2.PCSO Total		**34.**	**16.67%**	**83.**	**40.69%**	**67.**	**32.84%**	**20.**	**9.80%**	**204.**	**100.00%**
3. Staff	1. SM Grades			2.	7.69%	13.	50.00%	11.	42.31%	**26.**	**100.00%**
3. Staff	2. PO Grades			41.	25.47%	85.	52.80%	35.	21.74%	**161.**	**100.00%**
3. Staff	3. SO Grades	3.	1.99%	53.	35.10%	66.	43.71%	29.	19.21%	**151.**	**100.00%**
3. Staff	4. Scales 4-6	49.	5.57%	294.	33.45%	343.	39.02%	193.	21.96%	**879.**	**100.00%**
3. Staff	5. Scales 1-3	46.	11.68%	91.	23.10%	135.	34.26%	122.	30.96%	**394.**	**100.00%**
3. Staff Total		**98.**	**6.08%**	**481.**	**29.86%**	**642.**	**39.85%**	**390.**	**24.21%**	**1,611.**	**100.00%**
4.Special	Special	51.	25.12%	101.	49.75%	42.	20.69%	9.	4.43%	**203.**	**100.00%**
4.Special Total		**51.**	**25.12%**	**101.**	**49.75%**	**42.**	**20.69%**	**9.**	**4.43%**	**203.**	**100.00%**
Grand Total		**363.**	**8.62%**	**1,697.**	**40.28%**	**1,706.**	**40.49%**	**447.**	**10.61%**	**4,213.**	**100.00%**

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 30th June 2021.

Sexual Orientation		Bisexual		Gay/Lesbian		Heterosexual		Not Known		Prefer Not To Say		Headcount	%
Person Type	Grade	Headcount	%	Headcount	%	Headcount	%	Headcount	%	Headcount	%		
1. Officer	1. ACPO					2.	40.00%	3.	60.00%			5.	100.00%
1. Officer	2. Chief Superintendent					3.	60.00%	2.	40.00%			5.	100.00%
1. Officer	3. Superintendent					10.	55.56%	8.	44.44%			18.	100.00%
1. Officer	4. Chief Inspector					15.	46.88%	14.	43.75%	3.	9.38%	32.	100.00%
1. Officer	5. Inspector	1.	1.01%	4.	4.04%	54.	54.55%	34.	34.34%	6.	6.06%	99.	100.00%
1. Officer	6. Sergeant			4.	1.14%	137.	38.92%	188.	53.41%	23.	6.53%	352.	100.00%
1. Officer	7.Constable	14.	0.83%	29.	1.72%	574.	34.09%	1,015.	60.27%	52.	3.09%	1,684.	100.00%
1. Officer Total		**15.**	**0.68%**	**37.**	**1.69%**	**795.**	**36.22%**	**1,264.**	**57.59%**	**84.**	**3.83%**	**2,195.**	**100.00%**
2.PCSO	PCSO	1.	0.49%	2.	0.98%	70.	34.31%	125.	61.27%	6.	2.94%	204.	100.00%
2.PCSO Total		**1.**	**0.49%**	**2.**	**0.98%**	**70.**	**34.31%**	**125.**	**61.27%**	**6.**	**2.94%**	**204.**	**100.00%**
3. Staff	1. SM Grades			1.	3.85%	11.	42.31%	14.	53.85%			26.	100.00%
3. Staff	2. PO Grades	1.	0.62%			73.	45.34%	81.	50.31%	6.	3.73%	161.	100.00%
3. Staff	3. SO Grades	1.	0.66%	3.	1.99%	70.	46.36%	70.	46.36%	7.	4.64%	151.	100.00%
3. Staff	4. Scales 4-6	6.	0.68%	6.	0.68%	364.	41.41%	475.	54.04%	28.	3.19%	879.	100.00%
3. Staff	5. Scales 1-3	1.	0.25%	4.	1.02%	116.	29.44%	266.	67.51%	7.	1.78%	394.	100.00%
3. Staff Total		**9.**	**0.56%**	**14.**	**0.87%**	**634.**	**39.35%**	**906.**	**56.24%**	**48.**	**2.98%**	**1,611.**	**100.00%**
4.Special	Special	1.	0.49%	3.	1.48%	69.	33.99%	130.	64.04%			203.	100.00%
4.Special Total		**1.**	**0.49%**	**3.**	**1.48%**	**69.**	**33.99%**	**130.**	**64.04%**			**203.**	**100.00%**
Grand Total		**26.**	**0.62%**	**56.**	**1.33%**	**1,568.**	**37.22%**	**2,425.**	**57.56%**	**138.**	**3.28%**	**4,213.**	**100.00%**

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 30th June 2021.

Grade	Any other religion		Buddhist		Christian (inc CofE, Catholic, Protestant & all other Christian Denominations)		Hindu		Jewish		Muslim		No Religion		Not Known/not provided		Prefer not to Say		Sikh		Head count	%
	Head count	%	Head count	%	Head count	%	Head count	%	Head count	%	Head count	%	Head count	%	Head count	%	Head count	%	Head count	%		
ACPO					4	80%									1	20%					**5**	**100%**
Chief Superintendent					5	100%															**5**	**100%**
Superintendent					15	83%									3	17%					**18**	**100%**
Chief Inspector					21	66%							4	13%	7	22%					**32**	**100%**
Inspector					64	65%			1	1.0%			17	17%	16	16%	1	1.0%			**99**	**100%**
Sergeant	1	0.3%	1	0.3%	203	58%					2	0.6%	68	19%	74	21%	3	0.9%			**352**	**100%**
Constable	8	0.5%	3	0.2%	824	49%					7	0.4%	474	28%	354	21%	13	0.8%	1	0.06%	**1,684**	**100%**
Officer Total	**9**	**0.4%**	**4**	**0.2%**	**1,136**	**52%**			**1**	**0.1%**	**9**	**0.4%**	**563**	**26%**	**455**	**21%**	**17**	**0.8%**	**1**	**0.05%**	**2,195**	**100%**
PCSO					85	42%	1	0.5%					71	35%	43	21%	4	2.0%			**204**	**100%**
PCSO Total					**85**	**42%**	**1**	**0.5%**					**71**	**35%**	**43**	**21%**	**4**	**2.0%**			**204**	**100%**
SM Grades					14	54%							2	8%	10	38%					**26**	**100%**
PO Grades	2	1.2%	2	1.2%	73	45%							32	20%	50	31%	2	1.2%			**161**	**100%**
SO Grades	3	2.0%			56	37%					1	0.7%	42	28%	48	32%	1	0.7%			**151**	**100%**
Scales 4-6	7	0.8%	1	0.1%	326	37%			1	0.1%	2	0.2%	201	23%	332	38%	9	1.0%			**879**	**100%**
Scales 1-3	2	0.5%	1	0.3%	147	37%					1	0.3%	95	24%	145	37%	3	0.8%			**394**	**100%**
Staff Total	**14**	**0.9%**	**4**	**0.3%**	**616**	**38%**			**1**	**0.1%**	**4**	**0.3%**	**372**	**23%**	**585**	**36%**	**15**	**0.9%**			**1,611**	**100%**
Special			2	1.0%	60	30%	1	0.5%					87	43%	51	25%	2	1.0%			**203**	**100%**
Special Total			**2**	**1.0%**	**60**	**30%**	**1**	**0.5%**					**87**	**43%**	**51**	**25%**	**2**	**1.0%**			**203**	**100%**
Grand Total	**23**	**0.6%**	**10**	**0.2%**	**1,897**	**45%**	**2**	**0.1%**	**2**	**0.1%**	**13**	**0.3%**	**1,093**	**26%**	**1,134**	**27%**	**38**	**0.9%**	**1**	**0.02%**	**4,213**	**100%**

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 April to 30 June 2021.[1]

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.

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,

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[1] Data from the Independent Office for Police Conduct (IOPC) is not available for this period

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.

7. Changes to the regulatory framework has meant changes to the type of data which is produced to help determine performance measures. As such information in this report will change as the new framework is developed by the IOPC. No public facing IOPC data has been produced since 31 December 2019. Current timescales suggest finalised performance measures from the IOPC will not be available until later in 2021. Comparison of new data, which includes the new recording framework and allegation categories should not be undertaken with previous data.

PUBLIC COMPLAINTS AND ALLEGATIONS

8. Between 01 April 2021 and 30 June 2021 Cheshire Police recorded 21,707 crimes and logged 60,534 incidents. 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 April to June 2021

Measure	Apr - June 2020	Apr - June 2021	Direction of travel
Recorded complaint cases	384	487	Increase
Schedule 3 cases	153	192	Increase
Non – Sch. 3 cases	231	295	Increase
Recorded allegations	496	663	Increase
% Allegations Not acceptable/ Upheld	6%	9%	Increase
Average days to finalise complaint cases	12	20	Increase
Appeals/ Reviews received	19 (3 Appeals /16 Reviews)	35 (35 Reviews)	Increase
Most common allegations	A1 Police Action Following Contact - 92 A2 Decisions - 76 A4 General Level of Service - 48 H1 Impolite Language/Tone - 33 H3 Unprofessional attitude and disrespect - 32	A1 Police Action Following Contact - 167 A2 Decisions - 83 A4 General Level of Service - 83 A3 Information - 63 B4 Use of Force - 33	

9. Recorded complaints have risen considerably however as explained above this is due to the change in the regulatory framework and recording requirements, where all 'expressions of dissatisfaction' are now recorded within Centurion. The change in the regulatory framework means any comparison to previous data, captured for 2020, is largely meaningless. The increase in numbers of public complaints demonstrates how Cheshire Police have fully embraced the recording requirements of the new regulations.

10. Of the 487 recorded complaints 295 of these (60%) 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. We would hope to increase this figure over time depending upon the type and nature of public complaints.

11. The number of recorded allegations has increased, which is to be expected when the volume of complaints has increased. The ratio of allegations to complaints has decreased. Historically the allegation to complaint ratio would be (average) 2.5:1. The ratio since the regulatory change has fallen to 1.3:1. This decrease is as a result of the 'expressions of dissatisfaction' which were not previously recorded being largely single issue concerns. For example, the police have not returned my property, the police were late attending an appointment.

12. The average days to finalise complaints cases has increased to an average of 20 days in the period April to June 2021 when compared to the same period in 2020. We believe the increase is directly due to the increase in demand. In August 2021 the Professional Standards Department are introducing a 'customer service' approach to handling public complaints. Two additional members of staff are being recruited (one starts in August 2021) who will seek to resolve complaints directly with the public. This approach should increase customer service, enable some complaints to be handled in a swift and proportionate manner and reduce the number of cases being sent to Areas and departments. The new staff will need to be trained and an assessment will be made over the next few months as to how many complaints can be handled in this way.

13. The number of appeals / reviews has increased in this period (by 16). Such an increase should be expected given the increase in public complaints recorded. This is an area where comparison to previous data can still be undertaken. In the period April to June 2021 35 reviews were received, with 20 being directed to the OPCC and 15 to the IOPC. The relevant review body is determined by the nature of the complaint. Those more serious allegations are reviewed by the IOPC.

14. As set out above, changes to the regulatory framework also saw the IOPC implement changes to the way in which complaint allegations are classified. New categories of complaints have been introduced which use different terminology and include sub-categories, which over time should help in identifying trends in the data more accurately. For example the category of allegations previously known as 'incivility allegations' are now classified as 'individual behaviours allegations' with a number of sub-categories forming part of this overall category (impolite language or tone, impolite or intolerant actions, unprofessional attitude or disrespect, lack of fairness and impartiality, overbearing and harassing behaviours).

15. Similarly the category of allegations previously known as 'neglect of duty allegations' are now classified as 'delivery of duties and services allegations' with a number of sub-categories forming part of this overall category.

16. Category 'A' allegations relate to 'delivery of duties and service' and make up 59% of all allegations in this period. 25% (167) of allegations relate to 'police action following contact' which is where concern is expressed with regard police action following contact with the public. This could involve insufficient action in response to an incident, the quality of an investigation or general response to contact from the public. 12% of allegations relate to operational and / or organisational decisions and 10% of allegations in this overall category relate to information provided to the public or the lack of it. 5% of complaints in this period relate to use of force, which given the level of contact we have with the public in confrontational situations, is a low number.

Chart 2 Cheshire Police data – allegations re LPU's and departments

LPU/Department allegations	Q4 20/21	Q1 21/22	Q2 21/22	Q3 21/22	Q3 21/22
Chester	60	91			
Crewe	75	70			
Ellesmere Port	38	32			
Macclesfield	74	72			
Northwich	44	31			
Runcorn	33	29			
Warrington	87	113			
Widnes	26	39			
Custody	18	25			
Public Contact	36	14			
IIT	2	13			
Headquarters	75	92			
PPD	8	8			
Roads and Crime	36	19			

17. In keeping with the increase in recorded 'expressions of dissatisfaction' there is an increase in the number of complaints recorded by local policing units and departments. These will now be shown as allegation numbers rather than complaint numbers. One complaint can consist of a number of allegations. Chester, Warrington, Widnes, Custody, Initial Investigation team, Headquarters have seen increases when compared to the previous quarter. Chester, Crewe, Macclesfield and Warrington local policing units have the highest proportion of allegations which continues to be consistent with their size and demographic and with previous data.

18. Through the Professional Standards Department (PSD) 'tasking and coordination' process, (which is held on a monthly basis), complaints at a local policing unit / 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

19. 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

01.04.20 - 30.06.20	Number of Appeals / Reviews Received	Number of Appeals / Reviews Upheld
Local Appeal	18	2
IOPC Appeal	1	0
Total	19	2

01.04.21 - 30.06.21	Number of Reviews Received	Number of Reviews Upheld
Local Review	20	0
IOPC Review	15	1
Total	35	1

20. Charts 3 shows an increase in the number of appeals / reviews received when compared with the same period last year. This increase can be expected given the increase in recorded complaints. In the current period only 01 review has been upheld, which is a good barometer of the manner in which complaints are handled and resolved.

21. The volume and outcome of appeals / reviews receives scrutiny between the Force and the IOPC during periodic oversight meetings.

22. Chart 4 shows the number of 'reviews' currently outstanding with both the IOPC and the OPCC.

Chart 4 Number of reviews outstanding

Reviews outstanding (as at 30.06.21)	Number
With OPCC	51
With IOPC	14

EMPLOYMENT TRIBUNALS

23. There has been one case registered with the Employment Tribunal during the period 01 April to 30 June 2021.

GRIEVANCES

24. The Constabulary strives to conclude grievances within 21 days. This is not always achievable given the complex nature of some cases and the requirement for additional evidence gathering. They are tracked for updates on a weekly basis.

25. Between 01 April to 30 June 2021, four grievances were raised.

26. Chart 5 sets out the grievances raised and details of protected characteristics.

Chart 5 Grievances raised between 01 April to 30 June 2021

Date Received	Employment Status	Summary	Status	Concluded
19 April 2021	Police Staff	Police Staff has raised a grievance in relation to the recruitment process	Grievance investigation concluded	Resolved Informally
17 May 2021	Police Staff	Police Staff has raised a grievance in relation to a management decision	Investigation Manager assigned – grievance investigation in progress	
18 May 2021	Police Officer	Police Officer has raised a grievance in relation to a management decision	Investigation Manager assigned – grievance investigation in progress	
08 June 2021	Police Officer	Police Officer has raised a grievance in relation to the promotion process	Investigation Manager assigned – grievance investigation in progress	

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

RECOMMENDED: That

(1) The report be received

Mark Roberts
CHIEF CONSTABLE