

# SCRUTINY BOARD

## Public



**DATE** Monday, 19<sup>th</sup> February 2024

**TIME** 14:00 – 16:00

**VENUE** Constabulary Headquarters, Clemonds Hey, Oakmere Road, Winsford, CW7 2UA

Any member of the public who wishes to observe this meeting is asked to register their interest no later than midday on **Friday, 16<sup>th</sup> February 2024** via email [police.crime.commissioner@cheshire.police.uk](mailto:police.crime.commissioner@cheshire.police.uk).

### AGENDA

1	TO NOTE THE MINUTES OF THE MEETING HELD ON 25 <sup>th</sup> OCTOBER 2023	2
2	REVIEW ACTION LOG	4
3	POLICE & CRIME PLAN: END OF TERM HIGHLIGHTS	5
4	POLICE & CRIME PLAN: SUMMARY PERFORMANCE REPORT	11
5	PEOPLE SERVICES PERFORMANCE REPORT: QUARTER 3	59
6	COMPLAINTS: QUARTERLY REPORT	79

### 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:*

<i>Item</i>	<i>Section</i>
<i>Conduct Matters/IOPC Referrals</i>	<i>40 Personal Information</i>

7	CONDUCT MATTERS/IOPC REFERRALS	-
---	--------------------------------	---

For further information about this Agenda, please contact Damon Taylor  
[damon.taylor@cheshire.police.uk](mailto:damon.taylor@cheshire.police.uk) or telephone 01606 364000

**NOTES OF THE PUBLIC SCRUTINY BOARD MEETING  
HELD ON 25<sup>th</sup> OCTOBER 2023 IN THE OPCC MEETING ROOM,  
CONSTABULARY HEADQUARTERS, WINSFORD.**

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

**Cheshire Constabulary**  
Mark Roberts, Chief Constable  
Julie Gill, Assistant Chief Officer  
Karen Byrom, Head of Research & Business Intelligence

**PART 1 - PUBLIC ITEMS**

**1. TO NOTE THE MINUTES OF THE MEETING HELD ON 19<sup>th</sup> JULY 2023**

The minutes from the 19 July 2023 meeting were AGREED.

**2. REVIEW ACTION LOG**

The Chief Executive updated the meeting on the two actions which were now both CLOSED.

**3. POLICE AND CRIME PLAN: SUMMARY PERFORMANCE REPORT**

The performance data against the objectives contained within the Police and Crime Plan were presented for consideration. The Commissioner praised the overall performance of the Constabulary, and the significant number of crime areas where the Constabulary was performing above other forces.

The Commissioner questioned the Chief Constable on a number of issues including the level of recorded crime; action taken; the levels of outcome 15 & 16; and the increase in the use of stop and search and the associated arrest rate. He requested that future performance packs show the 'positive action taken' as a result of stop & search rather than arrest rates. It was reported that the action taken was currently showing at around 30%.

The Commissioner also reviewed the data in relation to stalking and harassment and sexual offences, where recording had been improved due to the establishment of a dedicated unit which was reflected in the best in MSG performance in relation to action taken. The volume of grade 1 and grade 2 calls was also discussed, and the Commissioner was pleased to note the continued positive performance in relation to attendance at incidents within target.

The report was NOTED

It was AGREED that future performance reports include data in relation to action taken as a result of stop & search.

#### **4. PEOPLE SERVICES PERFORMANCE REPORT: QUARTER 1**

The report from People Services was presented, which included data on recruitment; wellbeing and engagement including sickness levels; and grievances.

The Commissioner was pleased to note the police uplift targets continued to be met, resulting in more police officers in Cheshire than ever before.

The report was NOTED.

#### **5. CRIME AND POLICING PERFORMANCE MEASURES**

The report provided the quarterly statement on performance against the Beating Crime Plan.

The Commissioner considered the report and was pleased to note that neighbourhood crime was showing a decrease of 5.2% over the previous year, and also enquired what actions were being taken by the Constabulary to improve the number of DA victims being surveyed, to which the Chief Constable responded.

The report was NOTED.

#### **6. COMPLAINTS: QUARTERLY REPORT**

The report providing an overview of the nature, type and frequency of public complaints relating to police officers and police staff, as well as employment tribunals and grievances for the first quarter was presented for consideration.

The report was NOTED.

### **PART 2 - 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:

<u>Item</u>	<u>Section</u>
Conduct Matters/IOPC Referrals	40 - Personal Information
Strategy Review – Environmental & Fleet	31 – Commercial interests

#### **7. CONDUCT MATTERS/IOPC REFERRALS**

The report on misconduct cases and IOPC referrals was presented for the Commissioner's consideration.

The report was NOTED.

#### **8. STRATEGY REVIEW – FLEET & ENVIRONMENTAL**

The reports providing an update on progress against the fleet and environmental strategies was presented. The Commissioner acknowledged the work that was being done to reduce the use of the fleet and undertook to maintain his focus on this area to ensure that both cost and environmental savings continued to be achieved.

The report was NOTED

It was also AGREED that further work be undertaken to consider solar energy generation on the HQ site.

*The meeting commenced at 1.00pm and concluded at 2.05pm.*

## Action log - Public Scrutiny Board

Meeting Date	Action Number	Action	Assigned to	Status	Update / Briefing
25/10/2023	PSB/23/11	Future performance reports to include data in relation to action taken as a result of stop & search	Constabulary	Open	
25/10/2023	PSB/23/12	Further work be undertaken to consider solar energy generation on the HQ site.	Constabulary	Open	

# Police and Crime Plan

Key performance

2020/21 - 2023



Police & Crime  
Commissioner  
**for Cheshire**

# "Delivering Even Safer Communities for the whole of Cheshire"

Prevent and tackle crime

Make Cheshire's roads safer

Deliver justice for victims of crime

Protect vulnerable and at-risk people

Modernise our police service



Improve public confidence in policing

# Prevent and Tackle Crime



In 2023 90.4% of 999 calls were answered within 10 seconds with an average answer time of 6 seconds – up from 82.1% and 11 seconds in financial year 2020/21



In 2023 the average answer time for PNE was 5 min 30 seconds – similar to financial year 2020/21 when it was 5 mins 20 seconds. Abandonment rate over the same period has reduced from 21.5% to 14%. Since November 2023 the average answer time has been below 4 mins each month



In 2023, 91.3% of Grade 1 Incidents were attended within 15 mins – up from 85.2% in the financial year 2020/21



In 2023, 87.1% of Grade 2 Incidents attended within 60 mins – up from 76.9% in financial year 2020/21



Overall Recorded Crime is down 3.1% in 2023 compared to 2020/21



In 2023 recorded Burglary (-7.5%) and Violence (-6%), offences are lower than in 2020/21

# Make Cheshire's Roads Safer

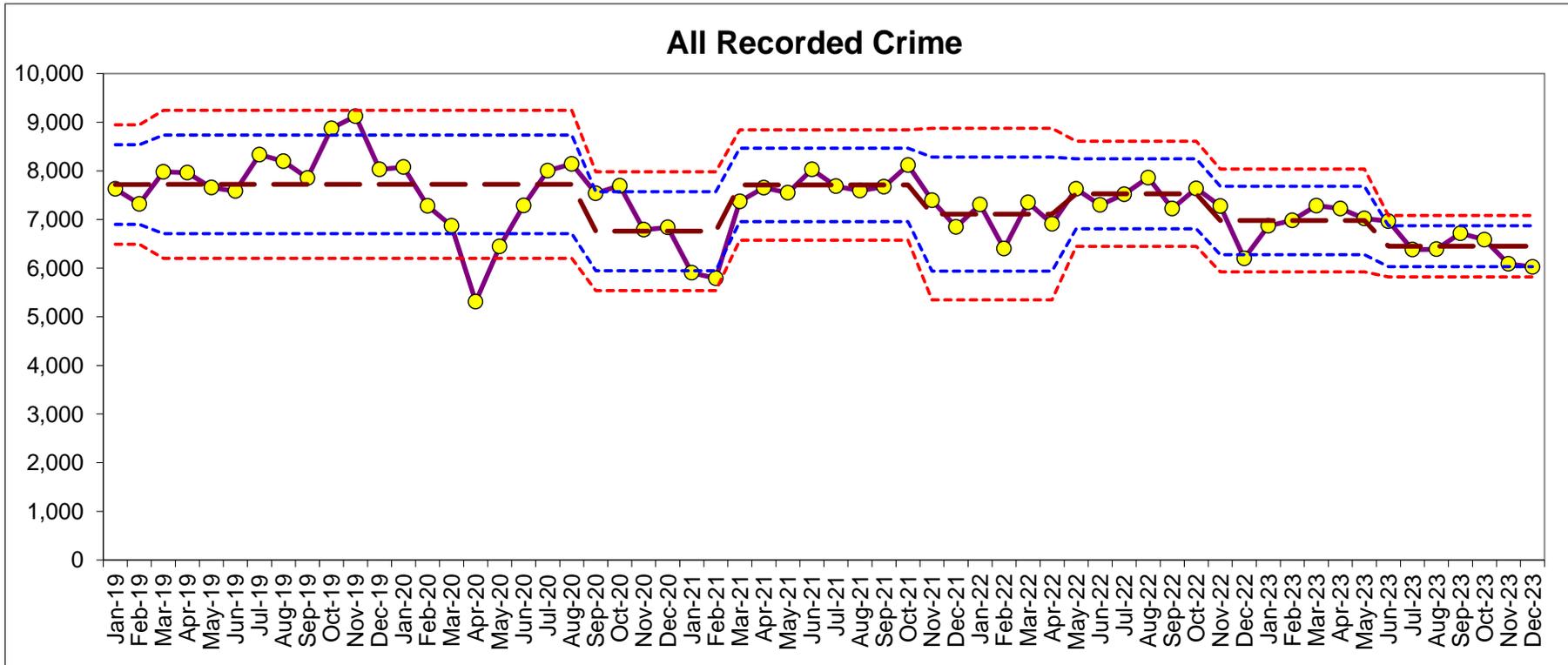
- ✓ In 2023 there were 3 fewer fatal collisions than in 2020/21
- ↑ The number of Drink Drive Arrests is 8.3% higher in 2023 than in 2020/21
- ↑ The number of drug drive arrests is 12.9% higher in 2023 than in 2020/21
- ↑ In 2023 there were 76% more Traffic Offence Reports issued for Use of Devices than in 2020/21.
- ↑ The number of Traffic Offence Reports issued in relation to seatbelts was up 12.5% in 2023 compared to 2020/21

# Deliver Justice for Victims of Crime

-  The overall recorded crime action taken rate (23.5%) is 11.7 percentage points higher compared to 2020/21 and the proportion of offences 'charged' is 2.3 percentage points higher (11.8% vs 9.5%)
-  Cheshire now has the highest charge rate in its most similar group of Forces for all crime – in May 2021 it had the 4<sup>th</sup> lowest.
-  In 2023 'Action Taken' rates are higher than 2020/21 for
  - Burglary offences (+1.3 percentage points)
  - Violence offences (+14.9 percentage points)
  - Theft offences (+1.9 percentage points)
  - Sexual offences (+14.5 percentage points)

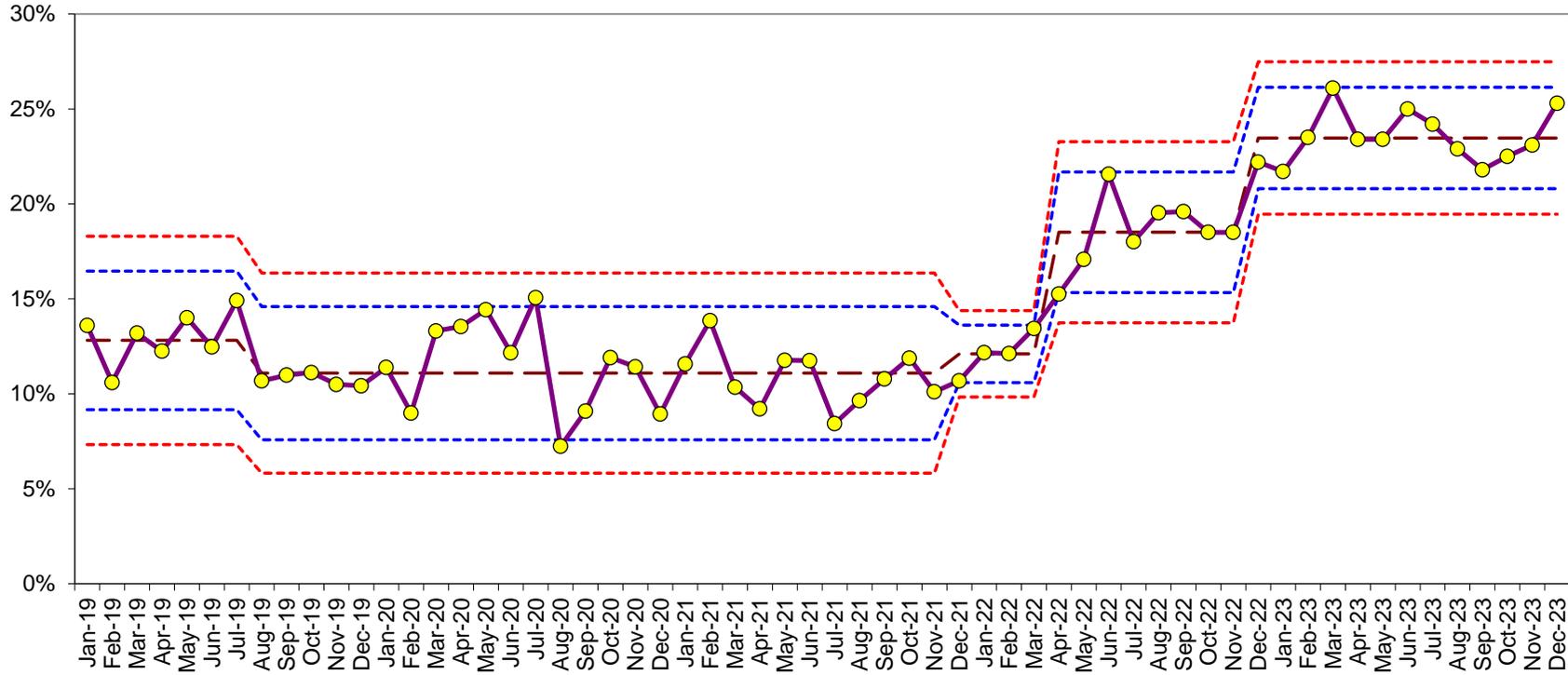
# Protect Vulnerable People

- ↑ Proportion of emergency (grade 1) Domestic Abuse incidents attended within 15 minutes was 92.9% in 2023, up from 88.4% in 2020/21
- ↑ Proportion of prompt (grade 2) Domestic Abuse incidents attended within 60 minutes was 73.5% in 2023, up from 54.7% in 2020/21
- ↑ The action taken rate for Domestic Abuse was 19.8% in 2023, up from 11% in 2020/21
- ↑ The action taken rate for Stalking was 16.5% in 2023, up from 8.5% in 2020/21
- ↑ The action taken rate for Rape offences was 13.7% in 2023, up from 6.8% in 2020/21
- ↑ The action taken rate for CSA offences was 29.2% in 2023, up from 10.5%



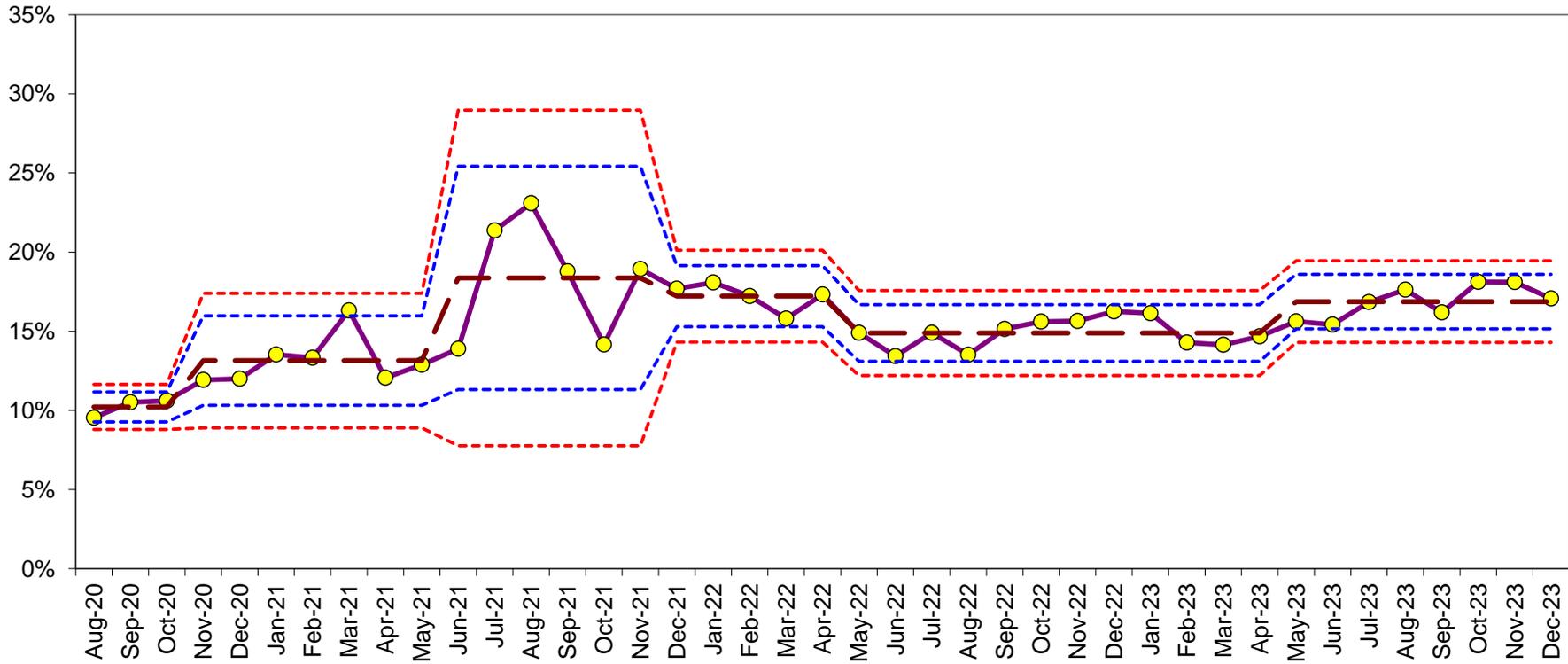
	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
<b>Total number of Recorded Crimes</b>	Jan - Dec	87,069	80,532	-7.5%	Apr - Dec	65,781	59,395	-9.7%	4 out of 8 (4th Lowest)

### All Crime - % Action Taken



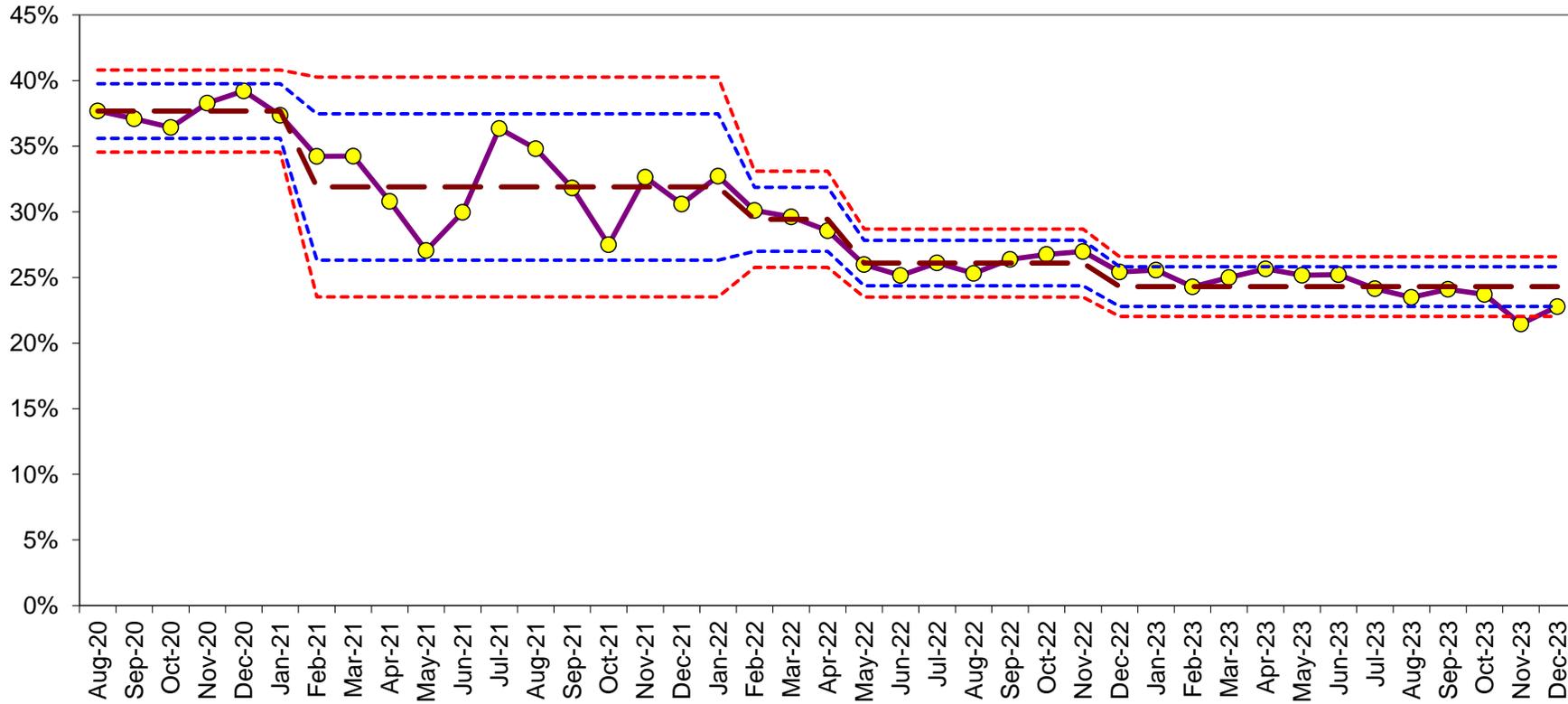
	Rolling 12 month period	Last Year	This Year	PP Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	PP Change This Year Compared to Last Year	MSG Position (Charges)
All Crime Action Taken	Jan - Dec	17.2%	23.6%	6.4%	Apr - Dec	18.9%	23.5%	4.6%	1st out of 8 (Highest)

**All Recorded Crime - % OC15**



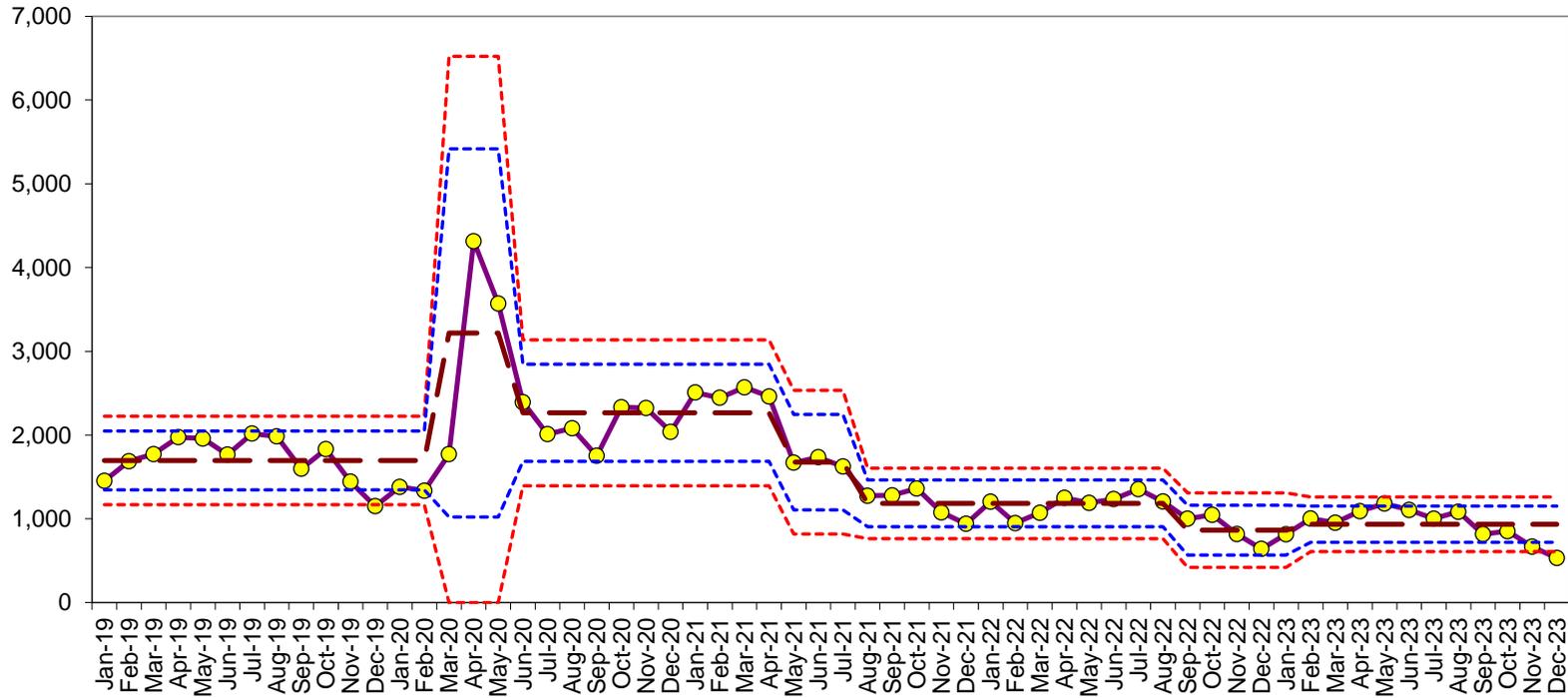
	Rolling 12 month period	Last Year	This Year	PP Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	PP Change This Year Compared to Last Year	MSG Position
<b>All Crime Outcome 15</b>	Jan - Dec	16.1%	16.2%	0.1%	Apr - Dec	15.5%	16.6%	1.1%	4 out of 8 (4th Highest)

**All Recorded Crime - % OC16**



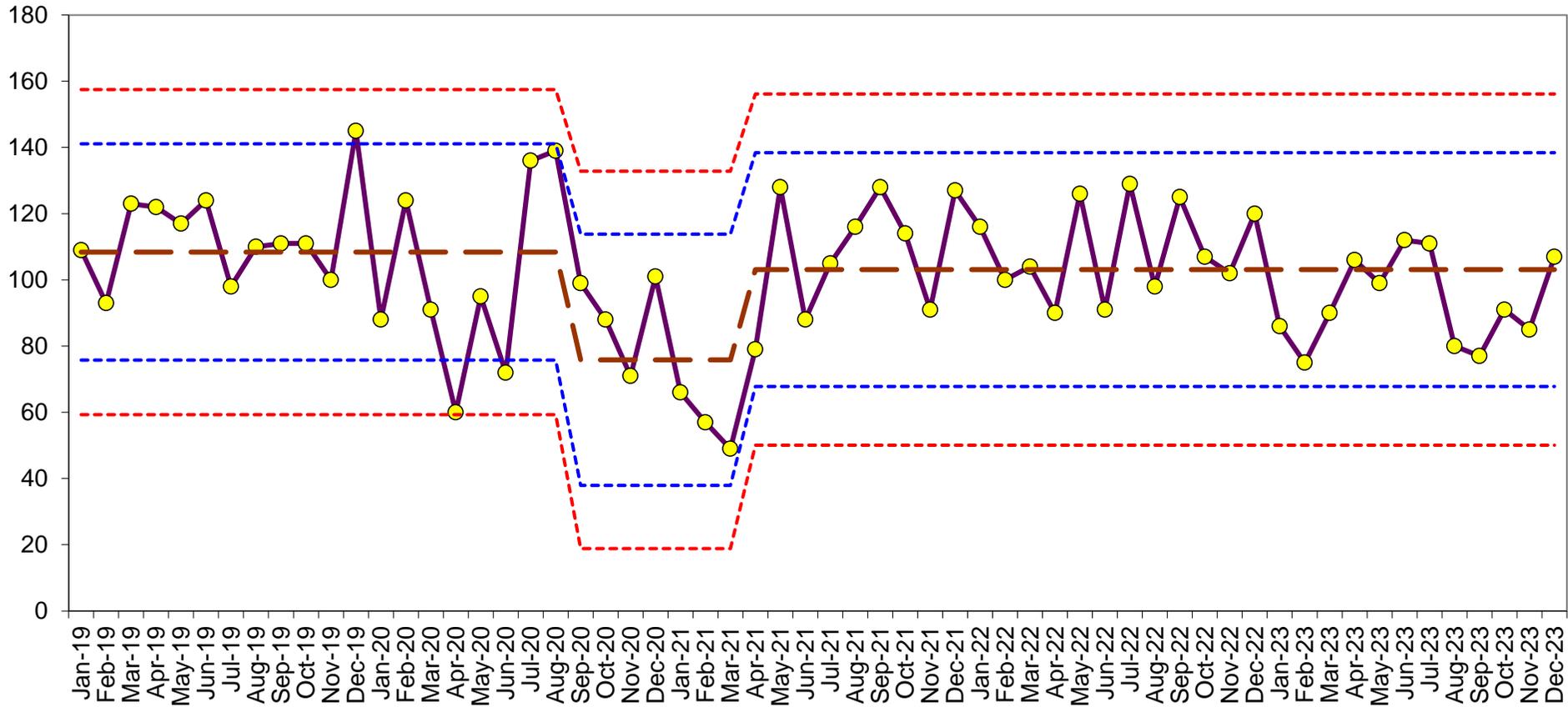
	Rolling 12 month period	Last Year	This Year	PP Change This Year Compared to Last Year	April - December	Last Year	This Year	PP Change This Year Compared to Last Year	MSG Position
<b>All Crime Outcome 16</b>	Jan - Dec	28.3%	24.2%	#VALUE!	Apr - Dec	26.9%	24.0%	-2.9%	2 out of 8 (2nd highest)

**Total Number of Anti Social Behaviour Incidents**



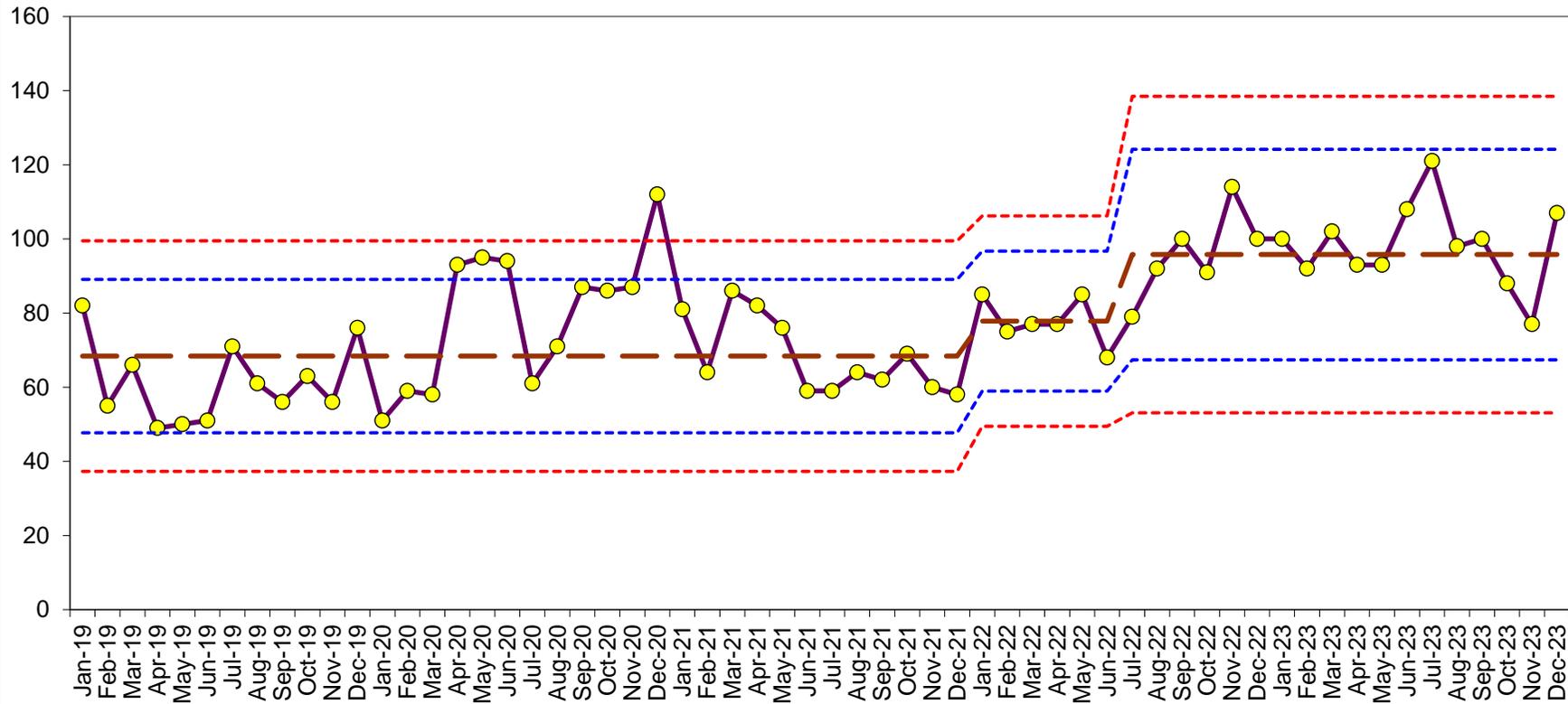
	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
<b>Total number of Anti Social Behaviour Incidents</b>	Jan - Dec	12,964	11,104	-14.3%	Apr - Dec	9,740	8,332	-14.5%	NA

### Drink Drive Arrests

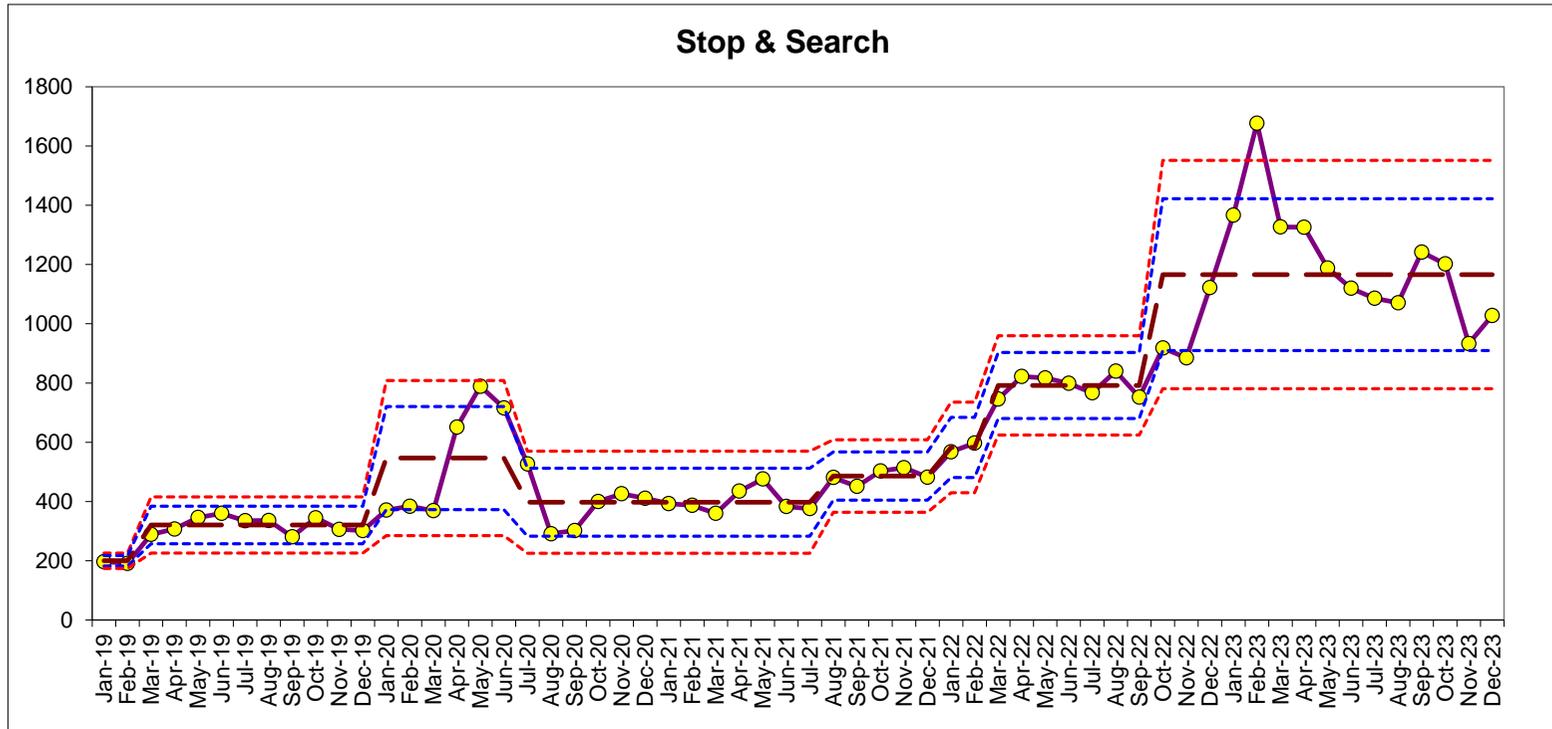


	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
<b>Total number of drink drive arrests</b>	Jan - Dec	1,308	1,119	-14.4%	Apr - Dec	988	868	-12.1%	NA

### Drug Drive Arrests



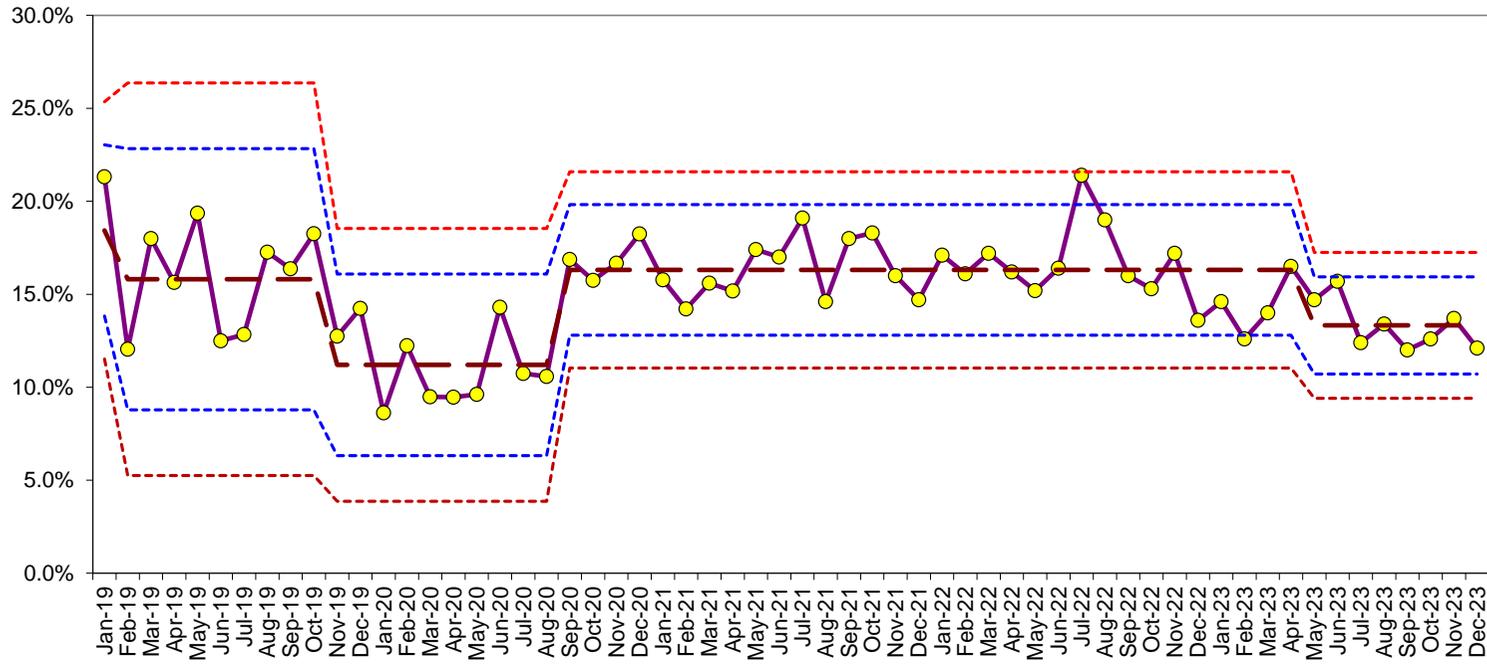
	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
<b>Total number of drug drive arrests</b>	Jan - Dec	1,043	1,148	10.1%	Apr - Dec	806	883	9.6%	NA



10

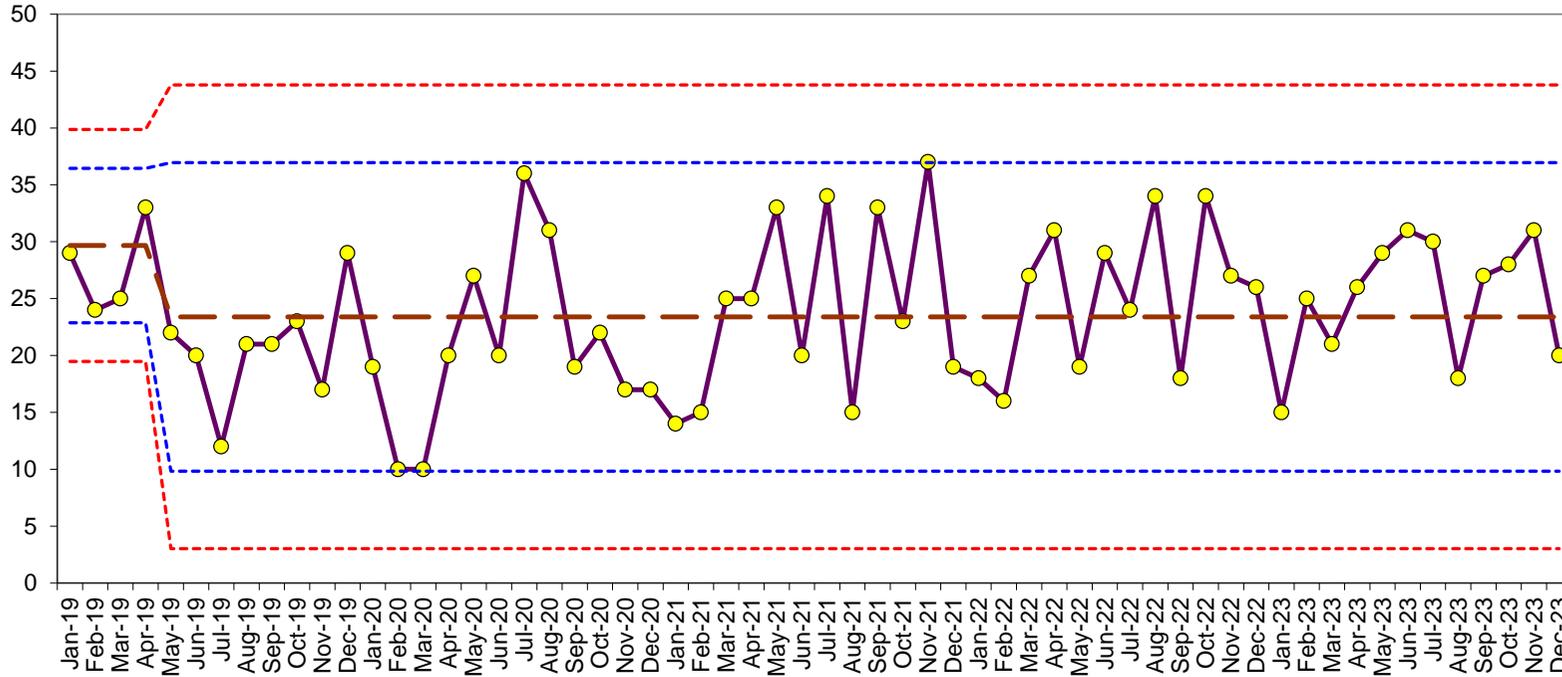
	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
<b>Total number of Stop Searches</b>	Jan - Dec	9,633	14,567	51.2%	Apr - Dec	7,722	10,196	32.0%	NA

### Stop Search Arrest Rate



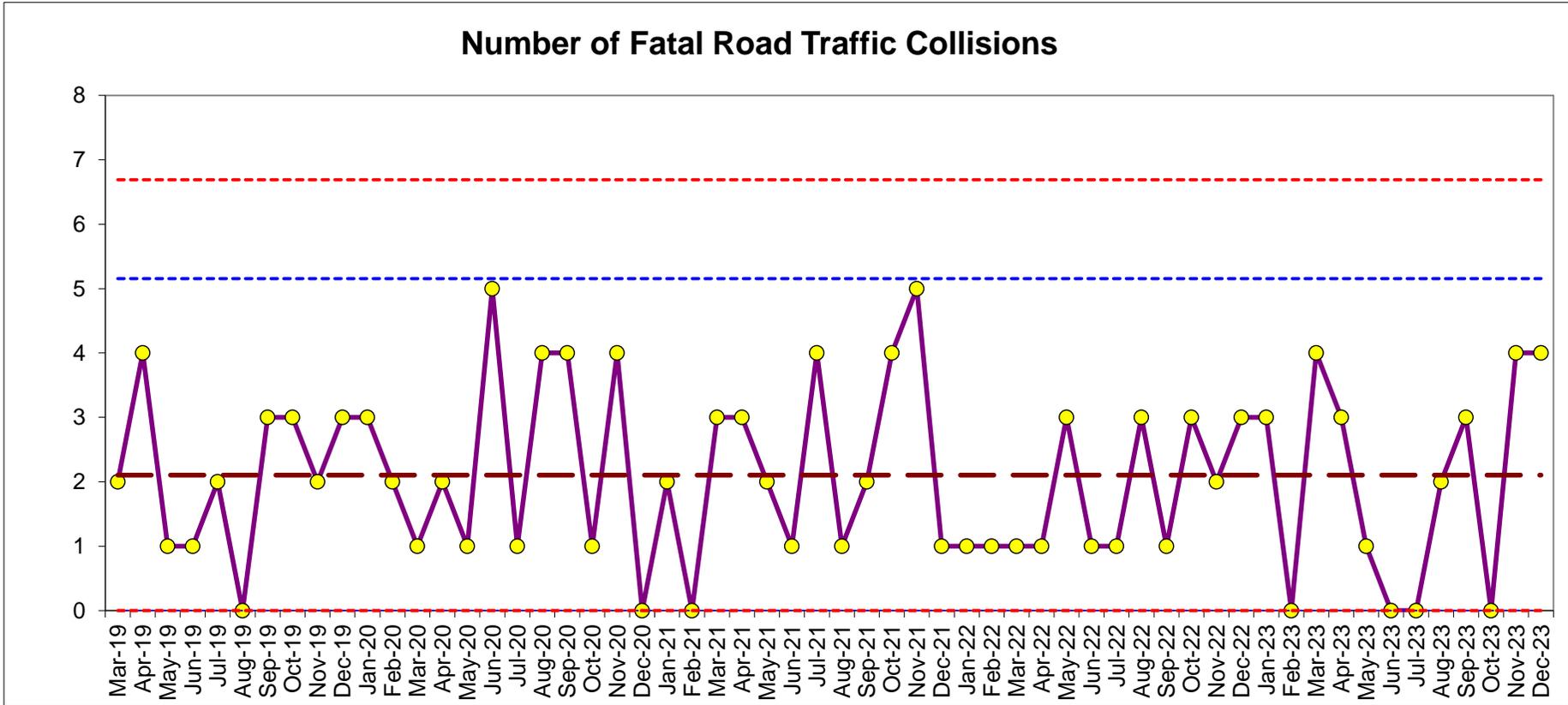
	Rolling 12 month period	Last Year	This Year	PP Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	PP Change This Year Compared to Last Year	MSG Position
<b>Stop Search Arrest Rate</b>	Jan - Dec	16.6%	13.7%	-2.9%	Apr - Dec	16.5%	13.8%	-2.8%	NA

**Number of Killed or Seriously Injured (KSI) Road Traffic Collisions**



	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
<b>Total number of Killed or Seriously Injured RTCs</b>	Jan - Dec	303	301	-0.7%	Apr - Dec	242	240	-0.8%	NA

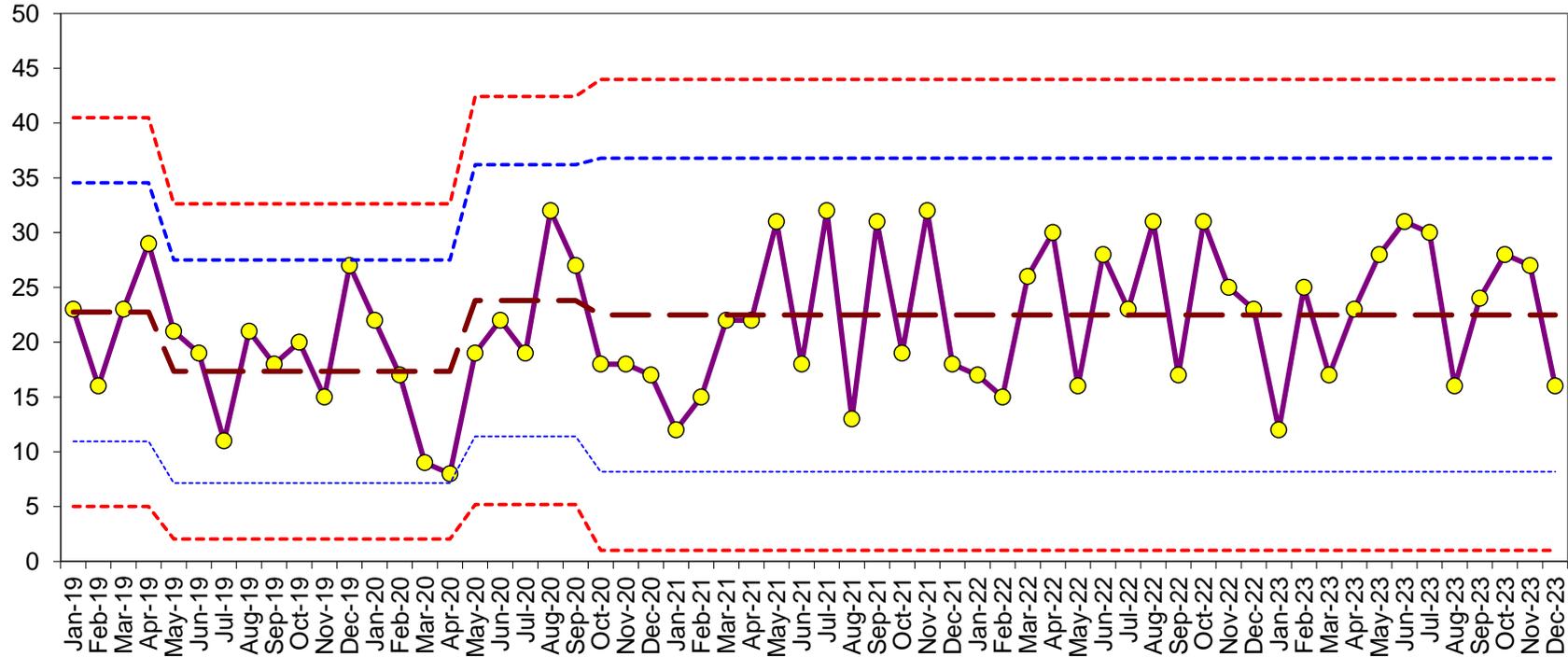
### Number of Fatal Road Traffic Collisions



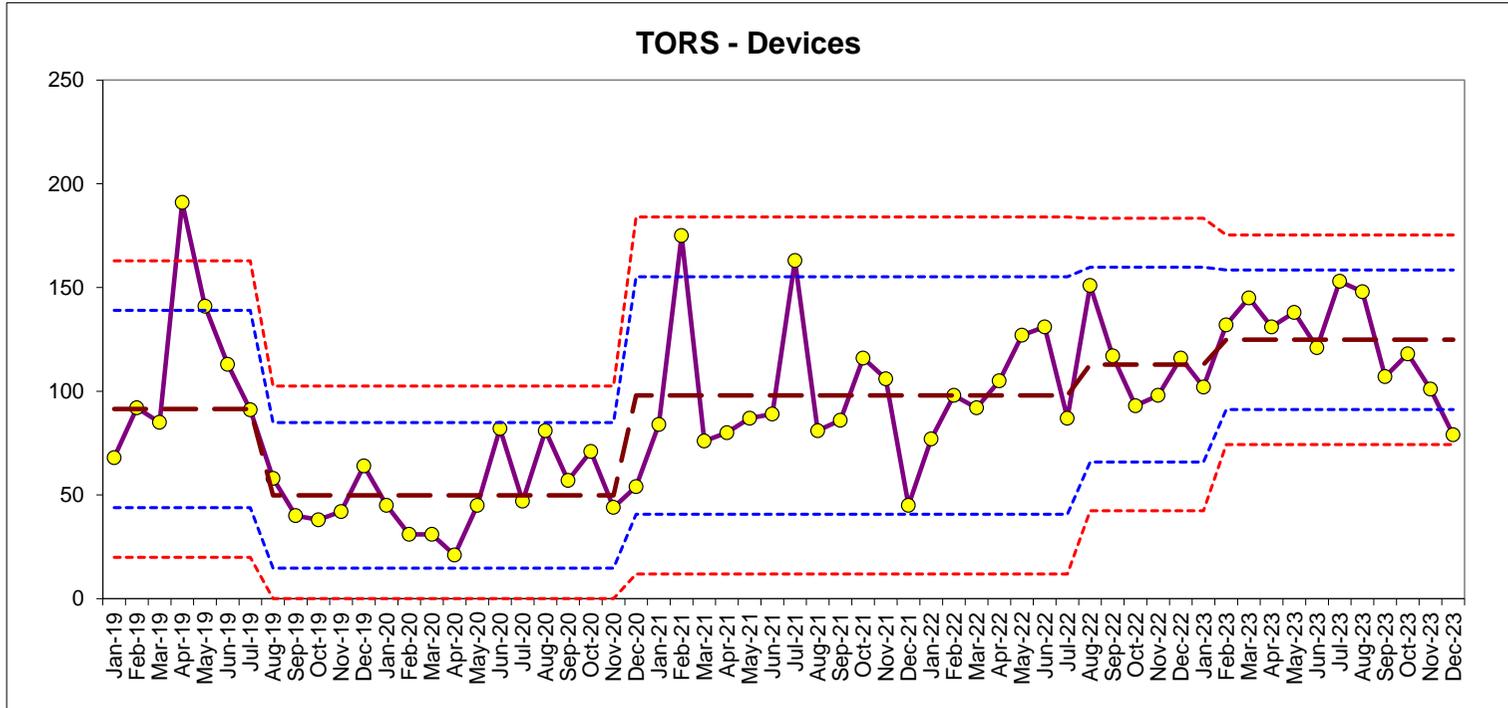
	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
<b>Total number of Fatal RTCs*</b>	Jan - Dec	21(21)	24(25)	14.3%	Apr - Dec	18(18)	17(17)	-5.6%	NA

\* number of fatalities in brackets

### Number of Seriously Injured Road Traffic Collisions

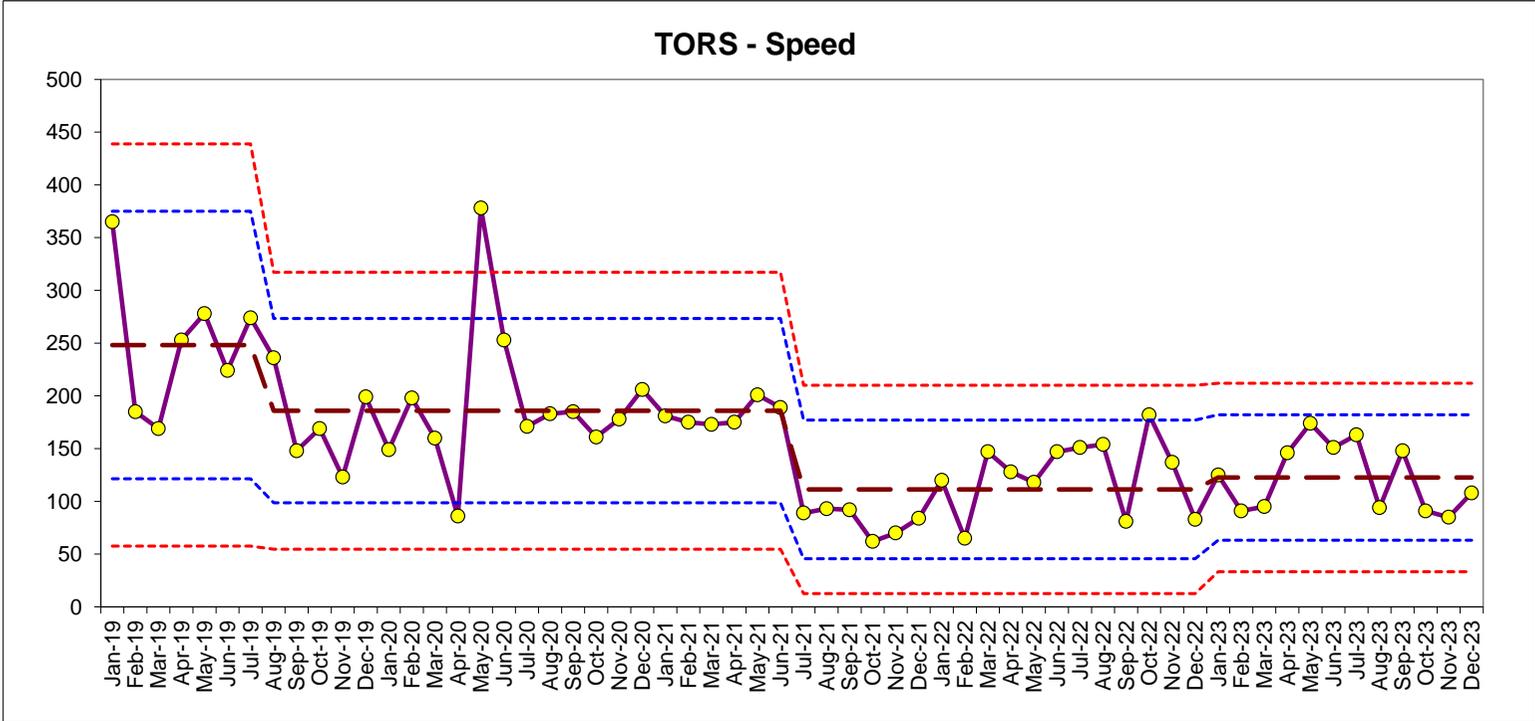


	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
<b>Total Serious Injury RTCs</b>	Jan - Dec	282	277	-1.8%	Apr - Dec	224	223	-0.4%	NA

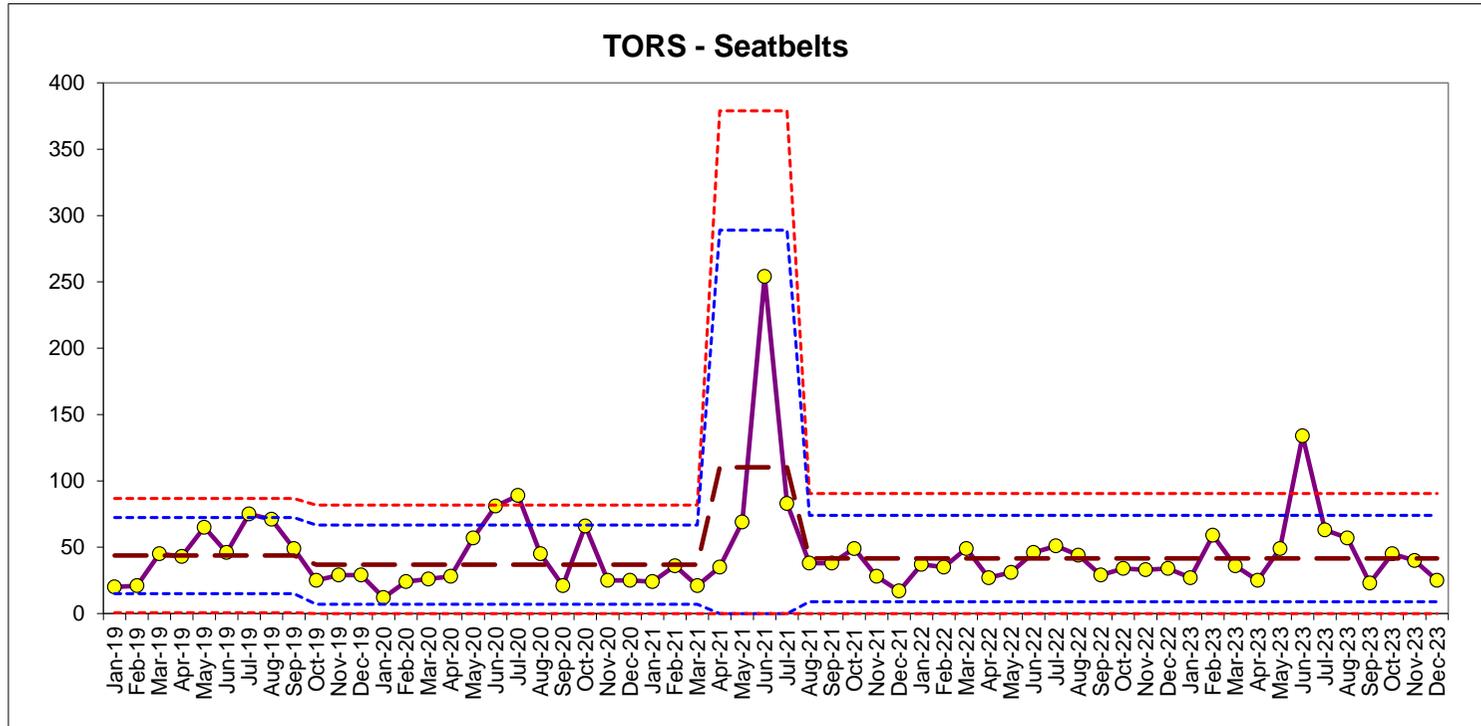


	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
<b>Total number of TORs for Devices</b>	Jan - Dec	1,292	1,475	14.2%	Apr - Dec	1,025	1,096	6.9%	NA

**TORS - Speed**

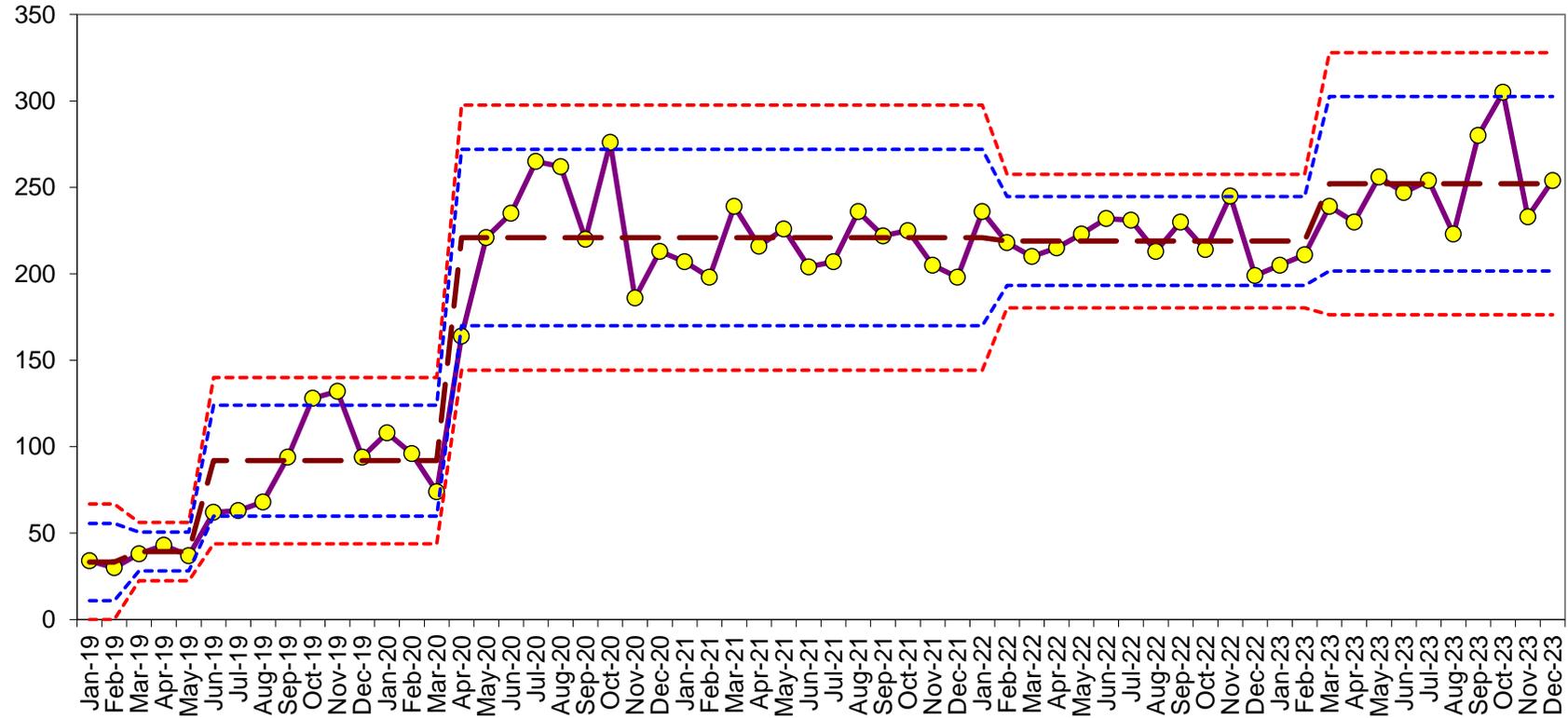


	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
<b>Total number of TORs for Speed</b>	Jan - Dec	1,513	1,471	-2.8%	Apr - Dec	1,181	1,160	-1.8%	NA



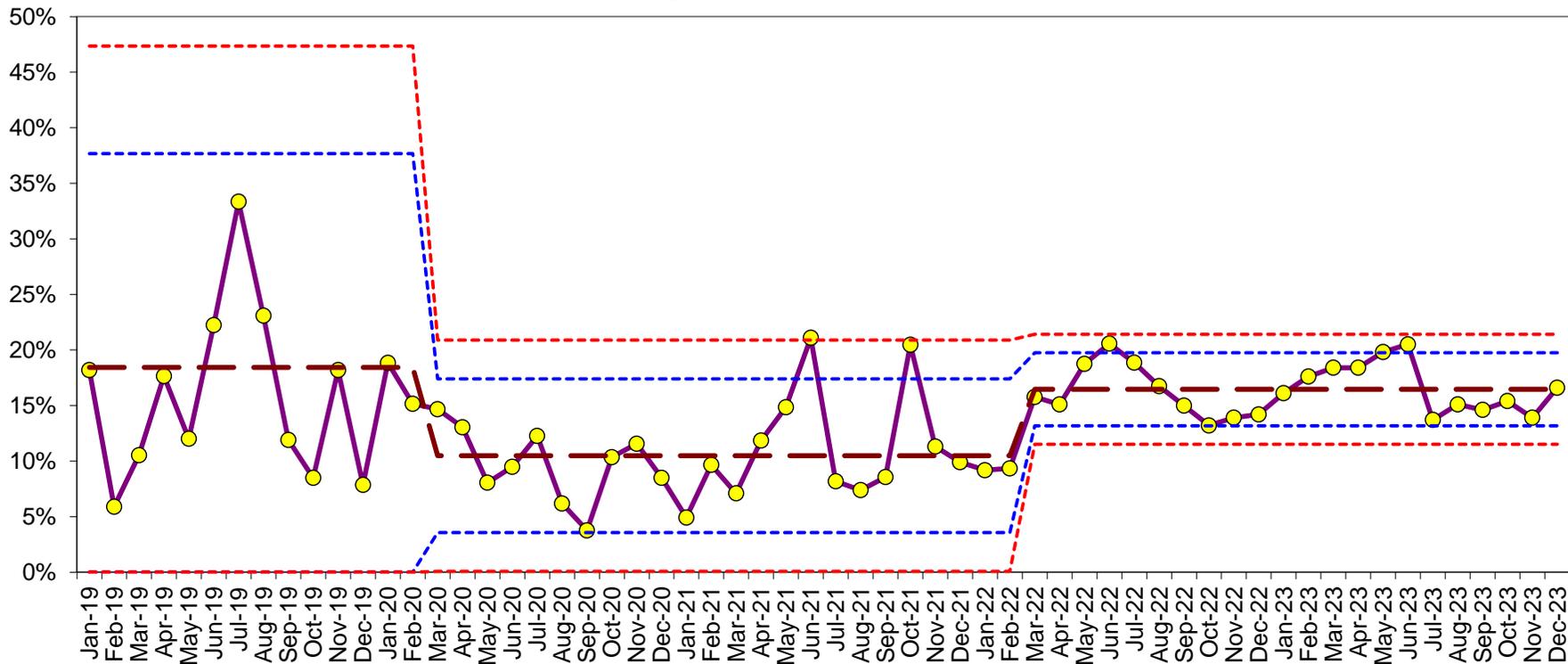
	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
<b>Total number of TORS for Seatbelts</b>	Jan - Dec	450	583	29.6%	Apr - Dec	329	461	40.1%	NA

### Stalking Offences



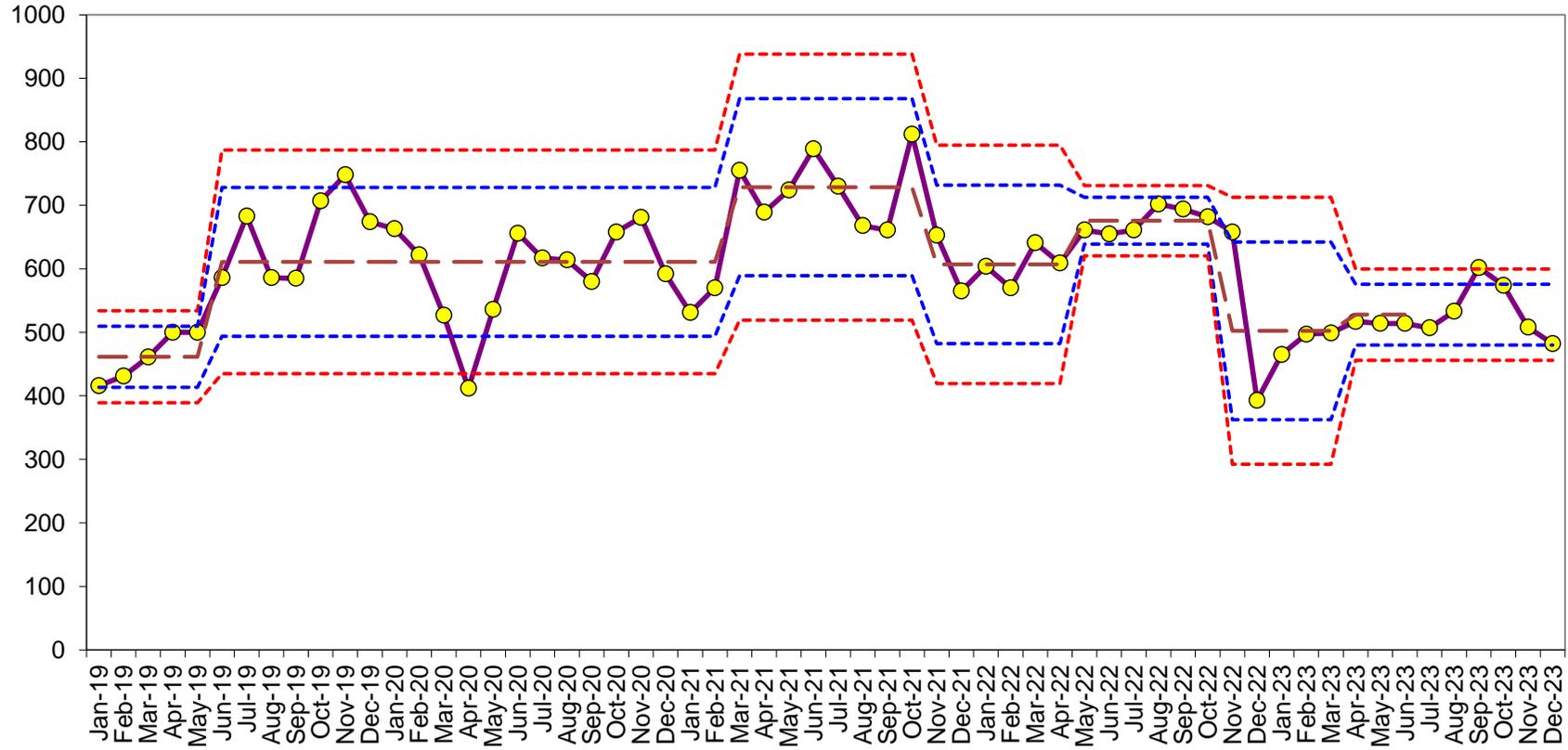
	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position (Stalking & Harassment)
<b>Total number of Stalking Offences</b>	Jan - Dec	2,666	2,937	10.2%	Apr - Dec	2,002	2,282	14.0%	6 out of 8 (3rd Highest)

### Stalking - % Action Taken



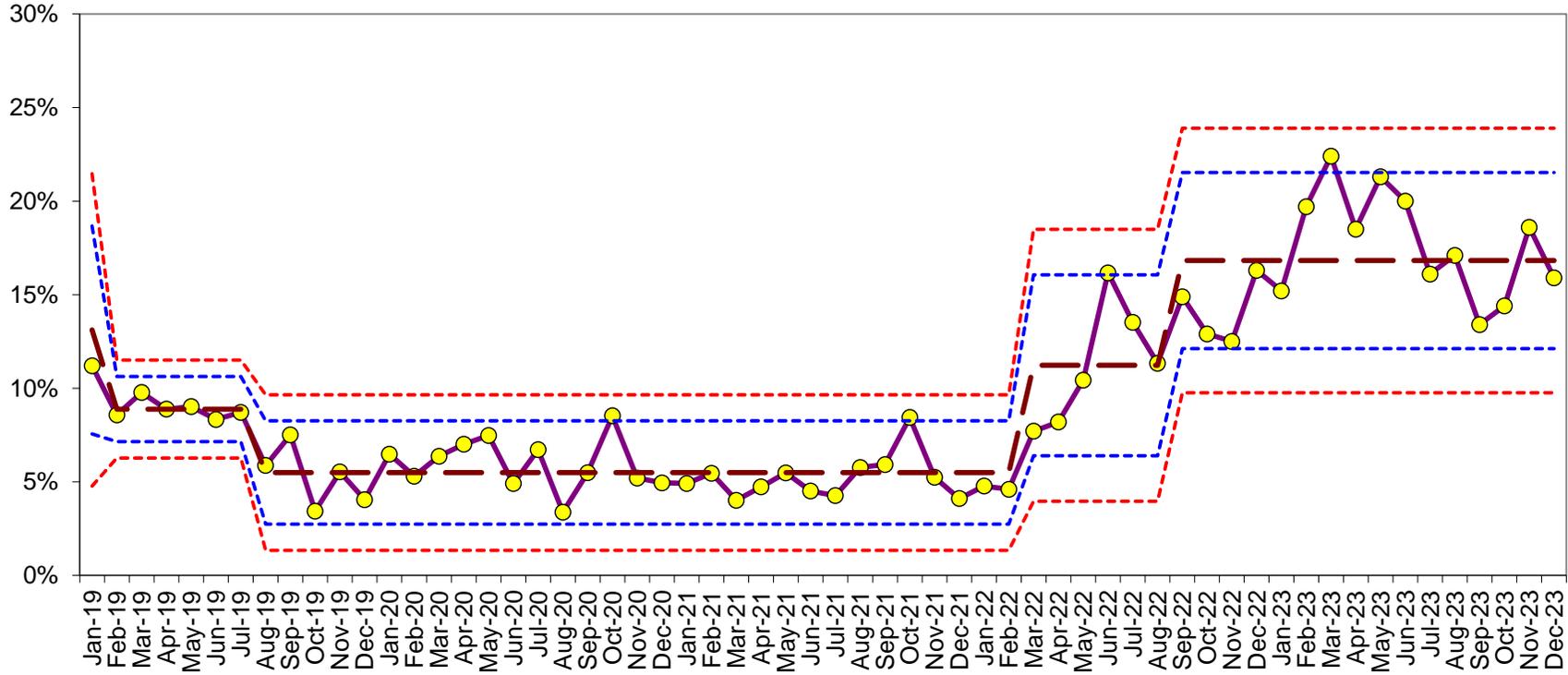
	Rolling 12 month period	Last Year	This Year	PP Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	PP Change This Year Compared to Last Year	MSG Position (Stalking & Harassment Charges)
<b>Stalking Offences Action Taken</b>	Jan - Dec	14.9%	16.5%	1.6%	Apr - Dec	16.1%	16.3%	0.2%	1 out of 8 (Highest)

### Harassment Offences



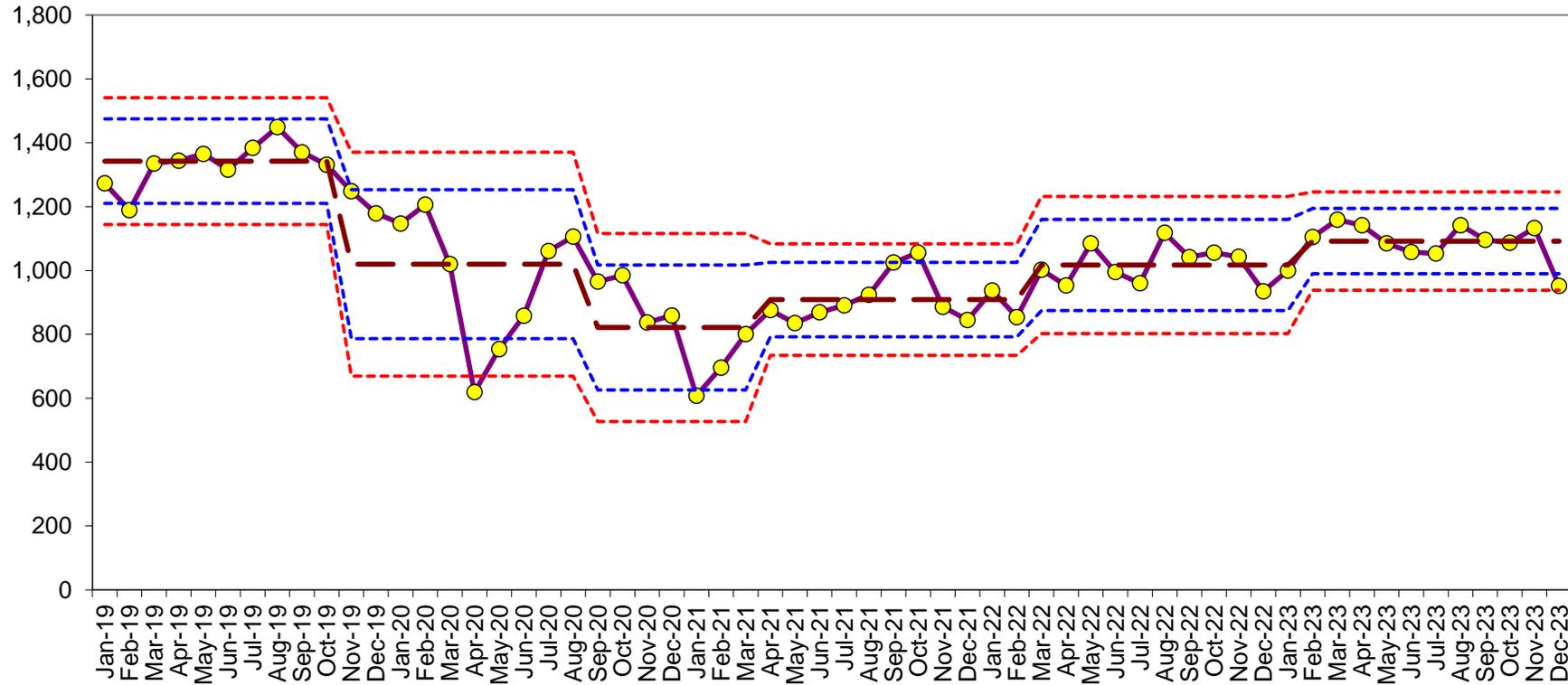
	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position (Stalking & Harassment)
<b>Total number of Harassment Offences</b>	Jan - Dec	7,530	6,212	-17.5%	Apr - Dec	5,715	4,751	-16.9%	6 out of 8 (3rd Highest)

### Harassment - % Action Taken



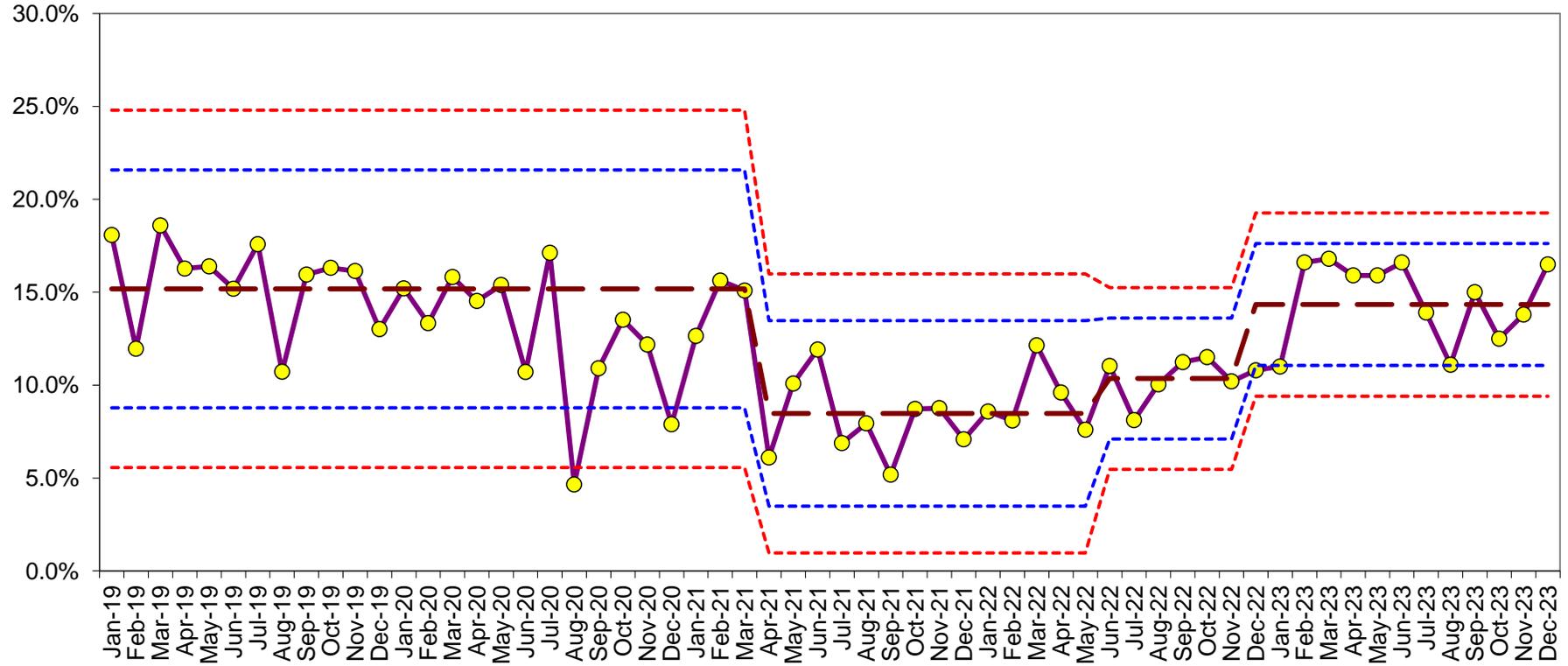
	Rolling 12 month period	Last Year	This Year	PP Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	PP Change This Year Compared to Last Year	MSG Position (Stalking & Harassment) (Charges)
<b>Harassment Offences Action Taken</b>	Jan - Dec	11.0%	17.6%	6.6%	Apr - Dec	12.9%	17.2%	4.3%	1 out of 8 (Highest)

### Theft Offences



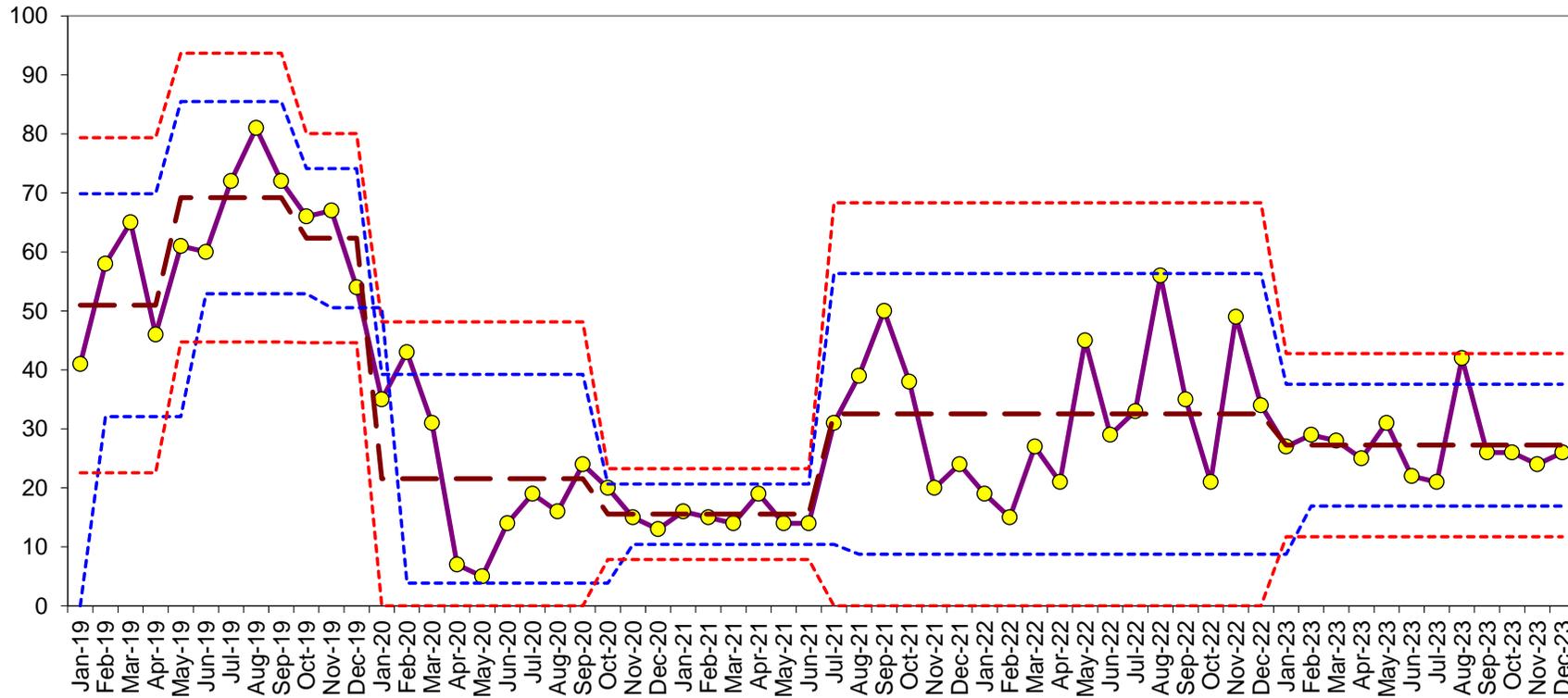
	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
<b>Total number of Theft Offences</b>	Jan - Dec	11,980	13,012	8.6%	Apr - Dec	9,187	9,748	5.8%	4 out of 8 (4th lowest)

### Theft Offences - % Action Taken



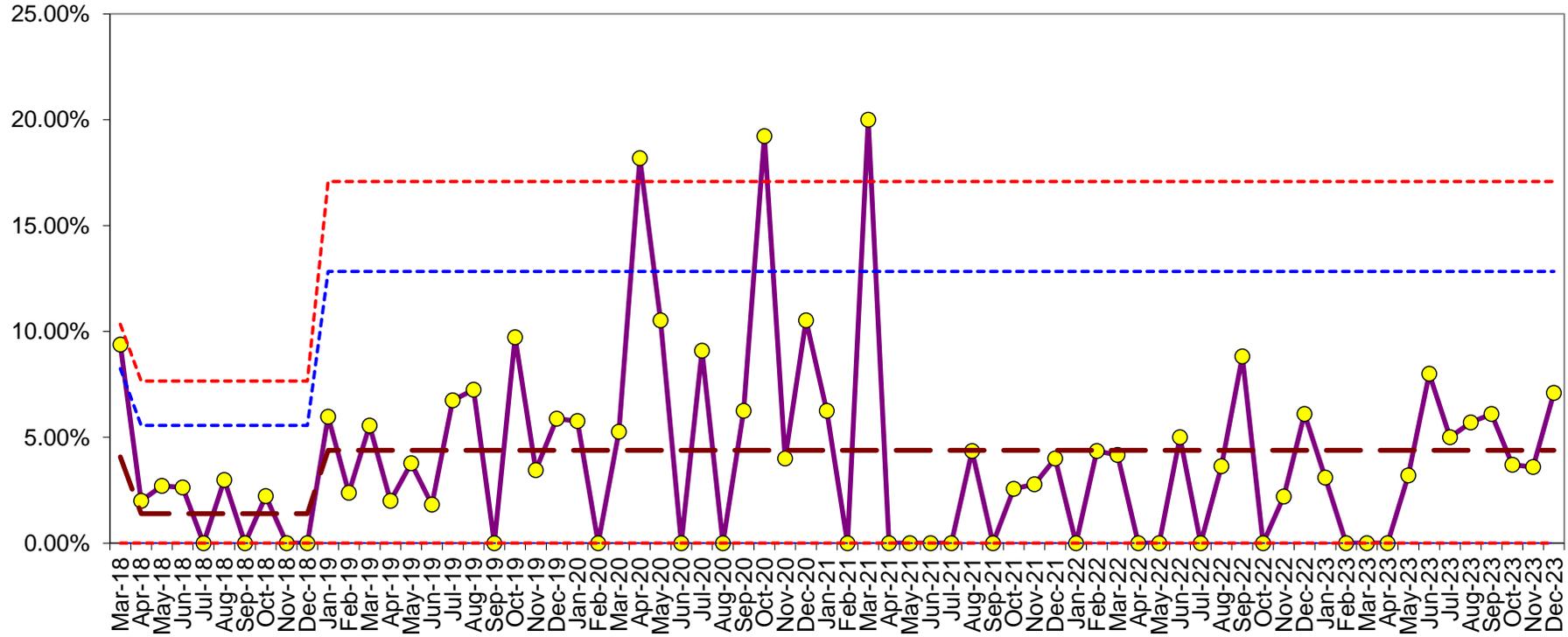
	Rolling 12 month period	Last Year	This Year	PP Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	PP Change This Year Compared to Last Year	MSG Position
<b>Theft Action Taken</b>	Jan - Dec	9.9%	14.7%	4.8%	Apr - Dec	10.0%	14.6%	4.6%	3 out of 8 (3rd Highest)

### Theft from the Person Offences



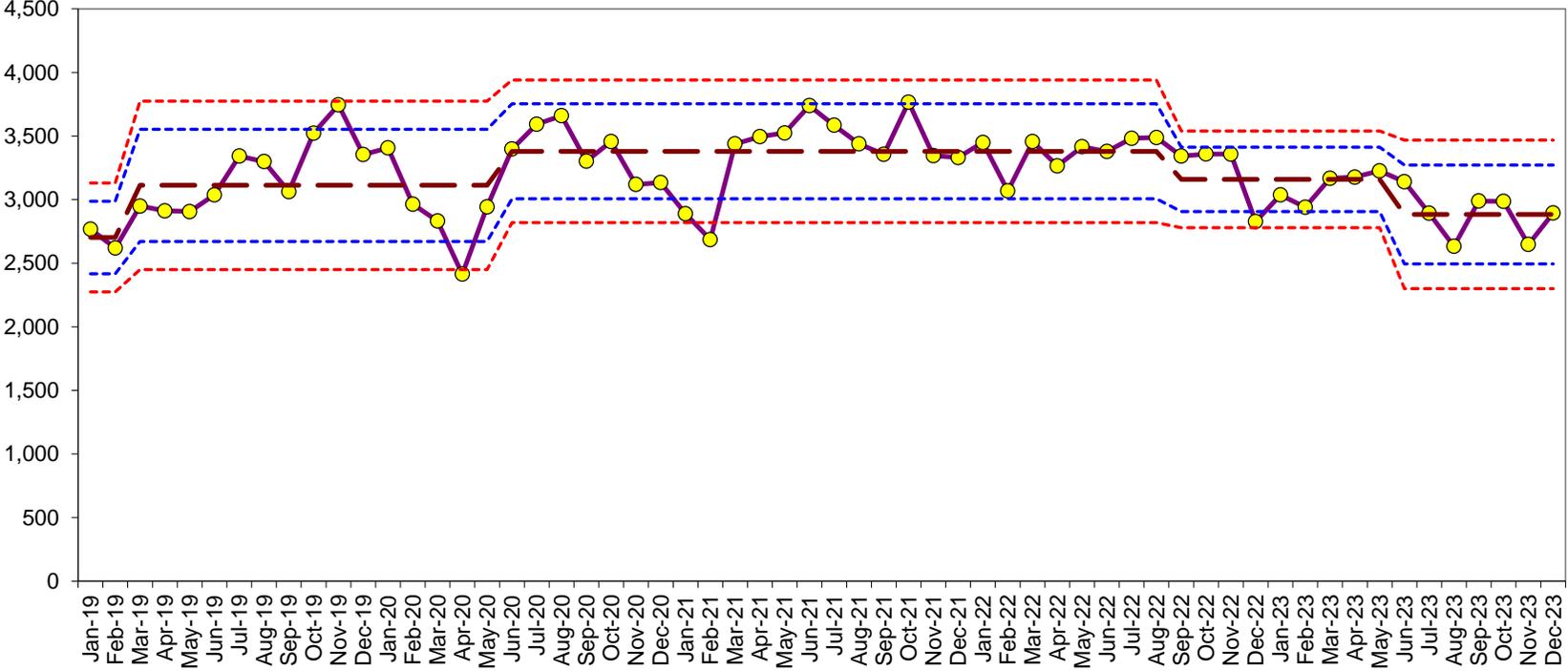
	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
<b>Total number of Theft from the Person Offences</b>	Jan - Dec	384	327	-14.8%	Apr - Dec	323	243	-24.8%	1 out of 8 (Lowest)

### Theft From Person - % Action Taken



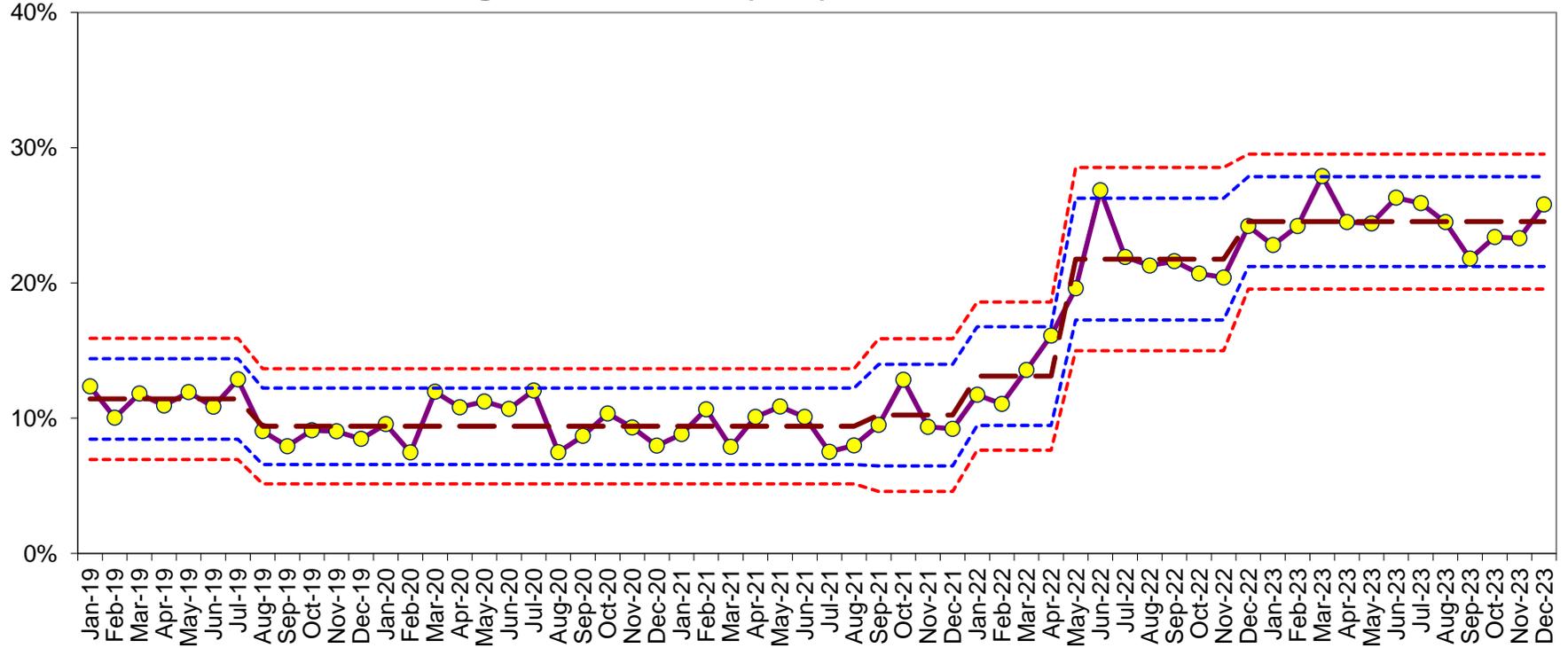
	Rolling 12 month period	Last Year	This Year	PP Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	PP Change This Year Compared to Last Year	MSG Position (Charges)
<b>TFTP Action Taken</b>	Jan - Dec	3.1%	3.9%	0.8%	Apr - Dec	3.2%	4.8%	1.6%	3 out of 8 (3rd Highest)

### Violence Against the Person (VAP) Offences



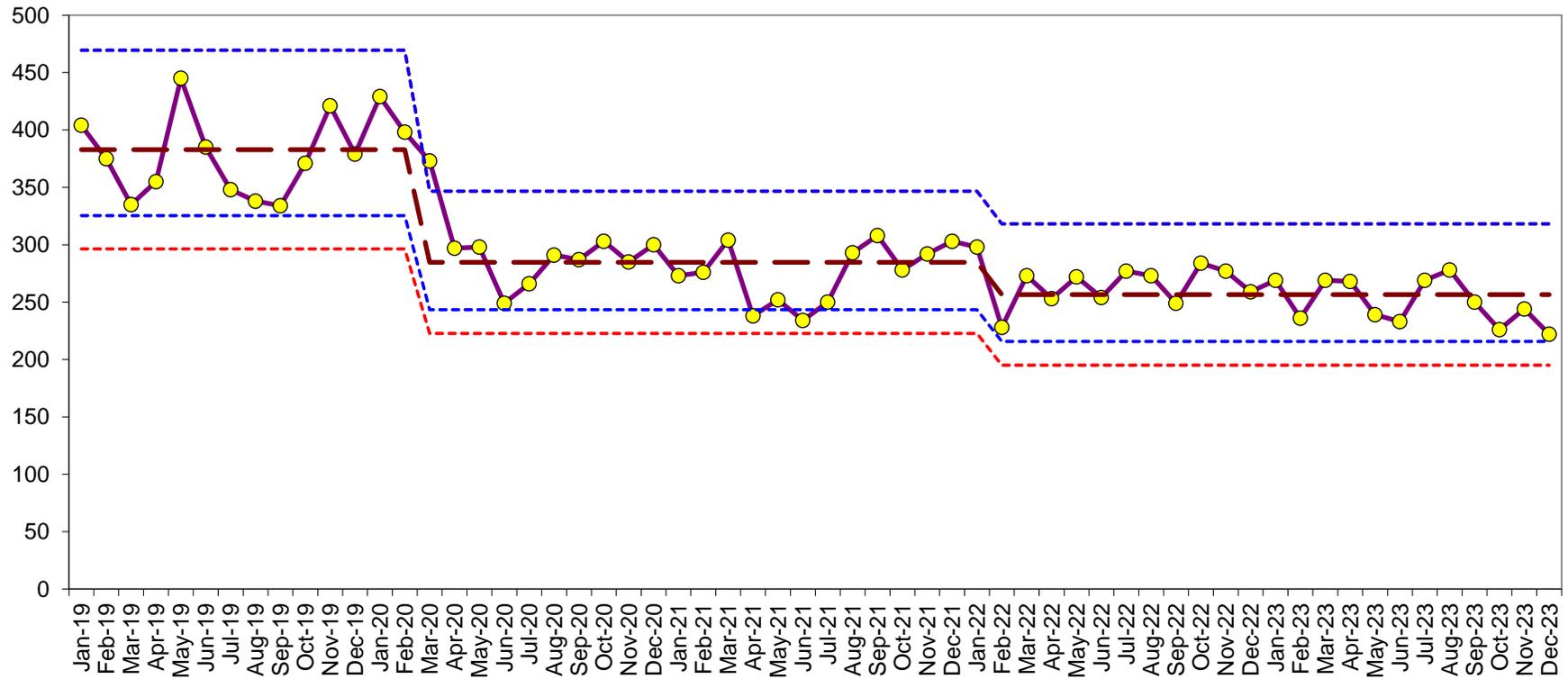
	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
<b>Total number of Violence Against The Person Crimes</b>	Jan - Dec	39,888	35,732	-10.4%	Apr - Dec	29,915	26,588	-11.1%	5 out of 8 (4th Highest)

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



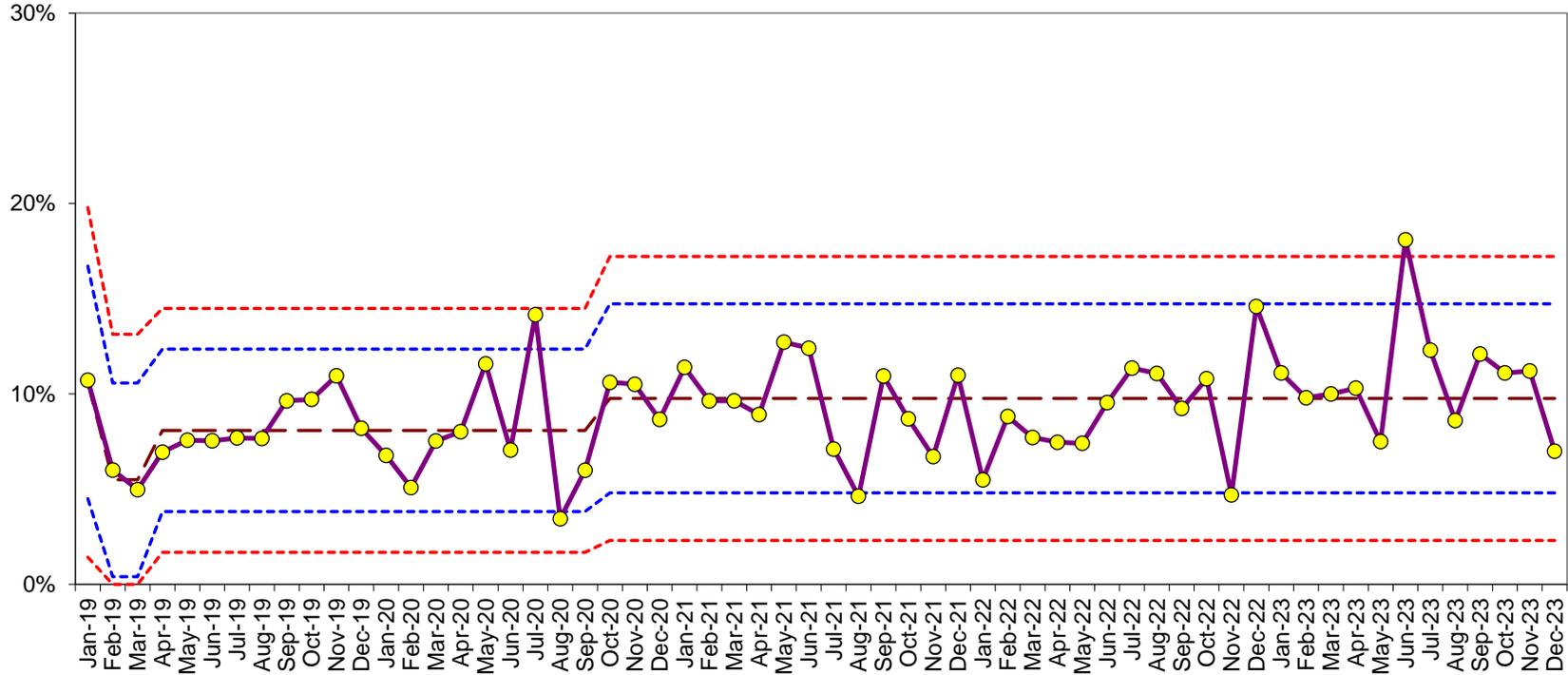
	Rolling 12 month period	Last Year	This Year	PP Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	PP Change This Year Compared to Last Year	MSG Position (Charges)
VAP Action Taken	Jan - Dec	18.9%	24.6%	5.7%	Apr - Dec	21.4%	24.5%	3.1%	1 out of 8 (highest)

### Burglary Offences



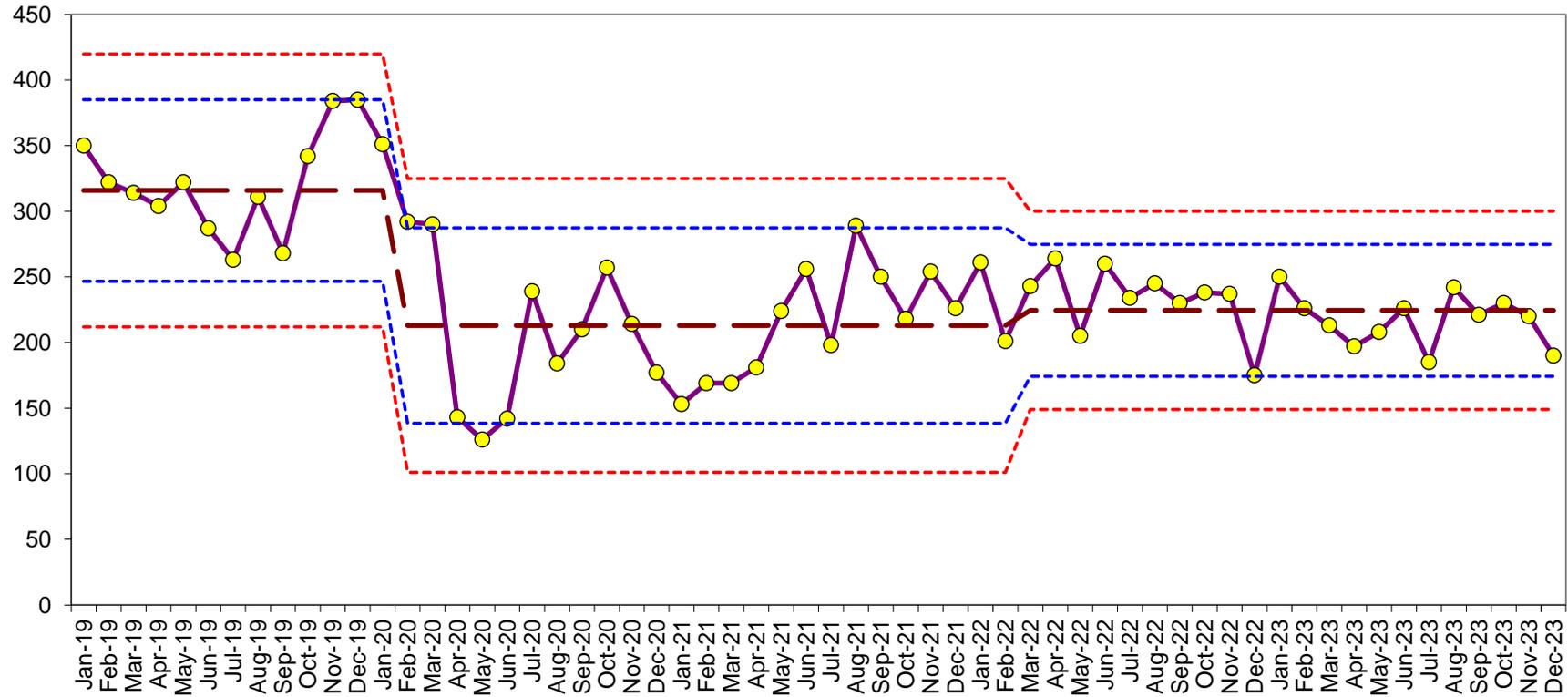
	Rolling 12 month period	Last Year	This Year	April - December	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
<b>Total number of Burglary Crimes</b>	Jan - Dec	3,197	3,003	-6.1%	Apr - Dec	2,398	2,229	-7.0%	4 out of 8 (4th Lowest)

### Burglary Offences - % Action Taken



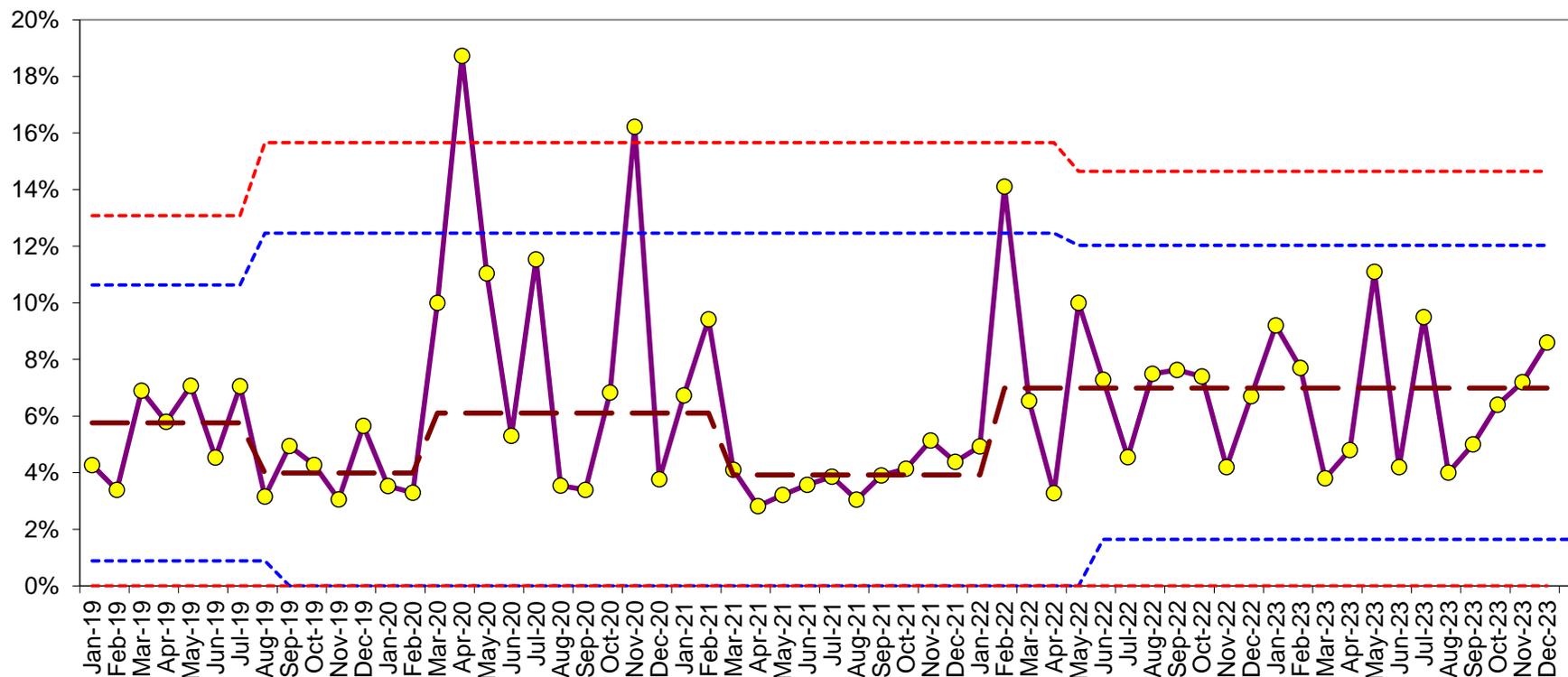
	Rolling 12 month period	Last Year	This Year	PP Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	PP Change This Year Compared to Last Year	MSG Position (Charges)
<b>Burglary Offences Action Taken</b>	Jan - Dec	8.8%	10.8%	2.0%	Apr - Dec	9.6%	10.9%	1.3%	1 out of 8 (Highest)

### Vehicle Offences

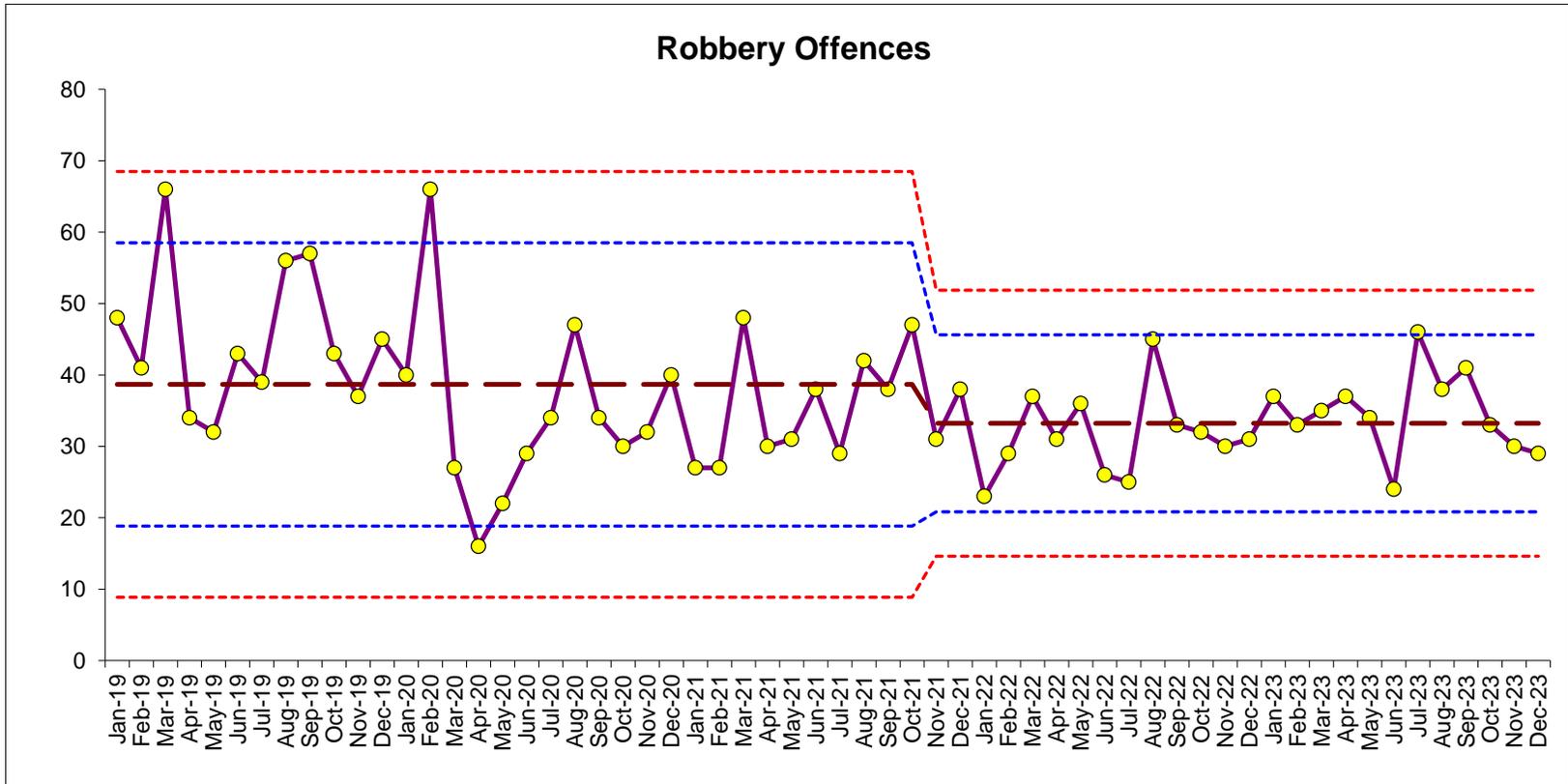


	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
<b>Total number of Vehicle Offences</b>	Jan - Dec	2,793	2,608	-6.6%	Apr - Dec	2,088	1,919	-8.1%	2 out of 8 (2nd Lowest)

### Vehicle Offences - % Action Taken

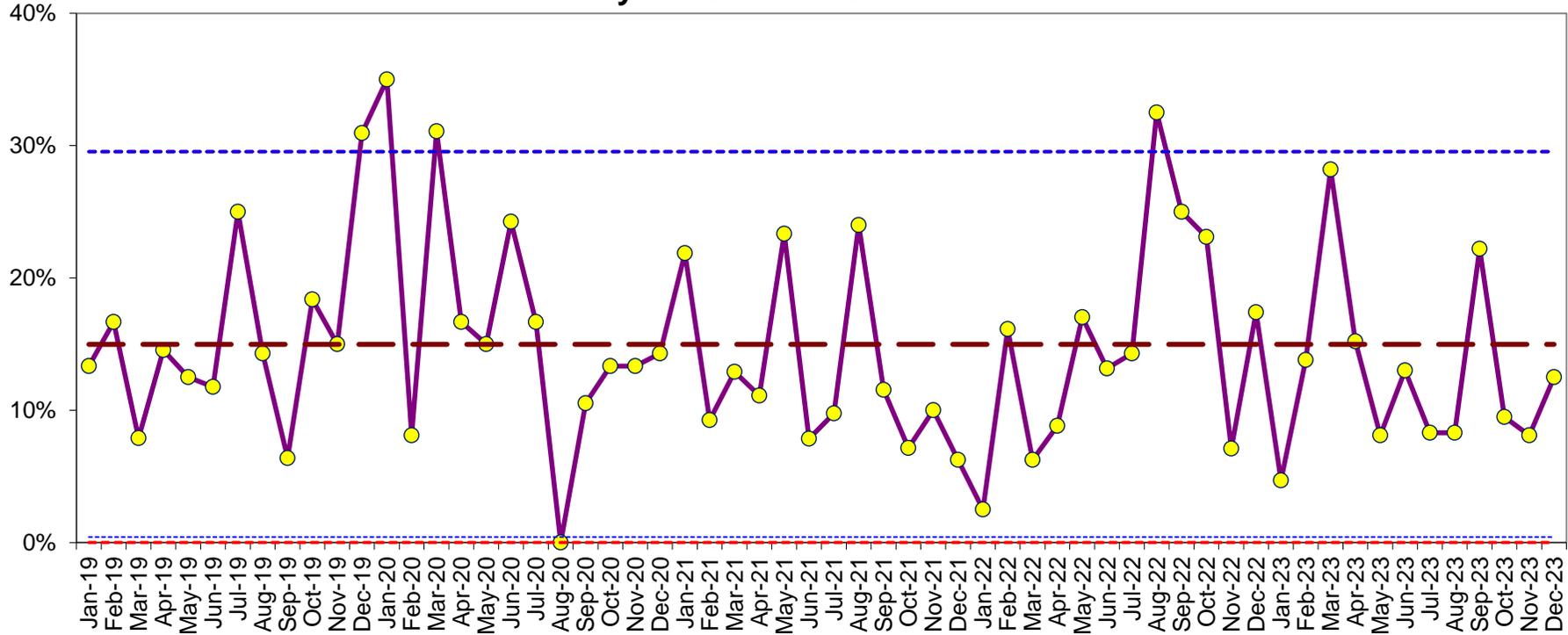


	Rolling 12 month period	Last Year	This Year	PP Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	PP Change This Year Compared to Last Year	MSG Position (Charges)
<b>Vehicle Action Taken</b>	Jan - Dec	7.0%	6.8%	-0.2%	Apr - Dec	6.5%	6.7%	0.2%	2 out of 8 (2nd highest)

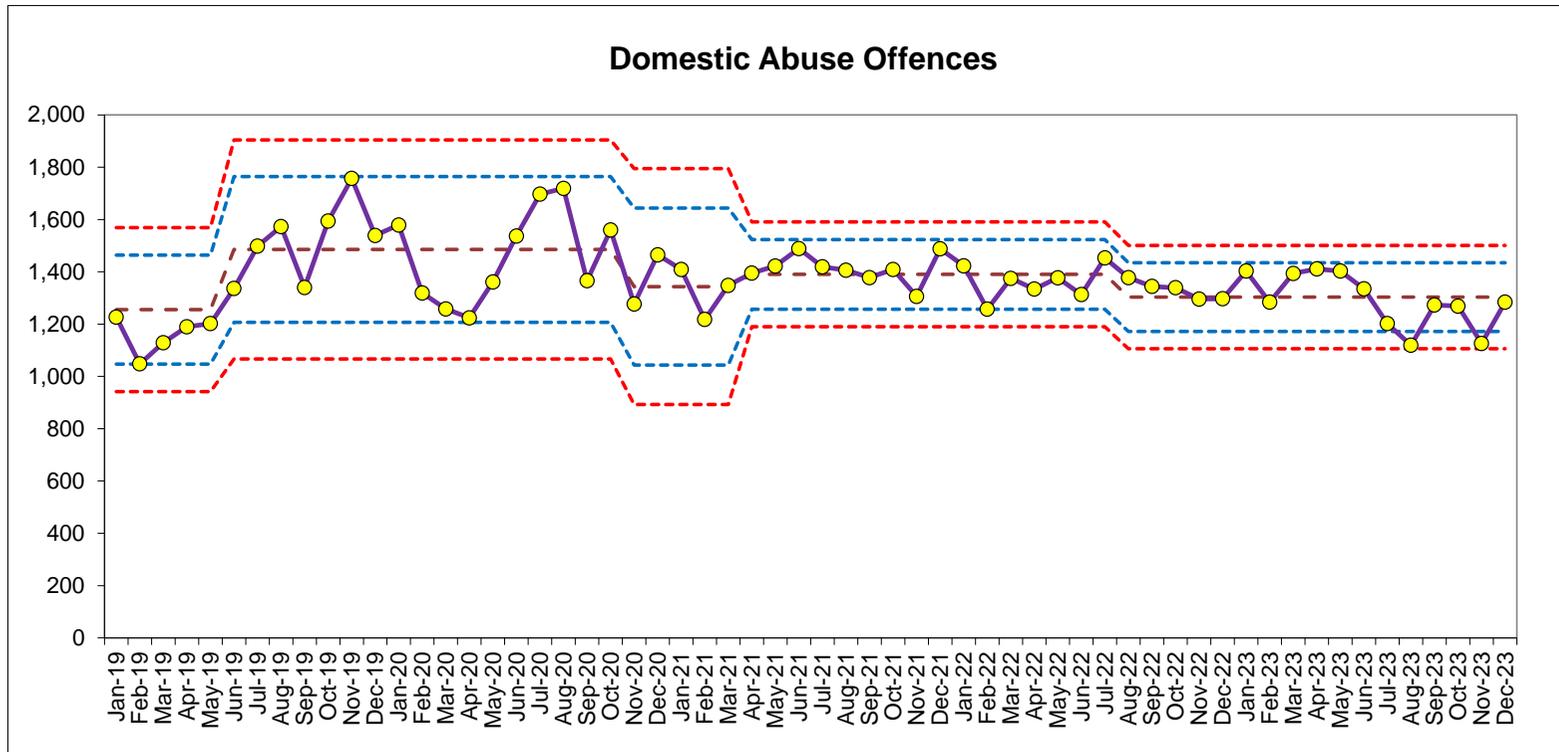


	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
<b>Total number of Robbery Offences</b>	Jan - Dec	378	417	10.3%	Apr - Dec	289	312	8.0%	3 out of 8 (3rd Lowest)

### Robbery Offences - % Action Taken

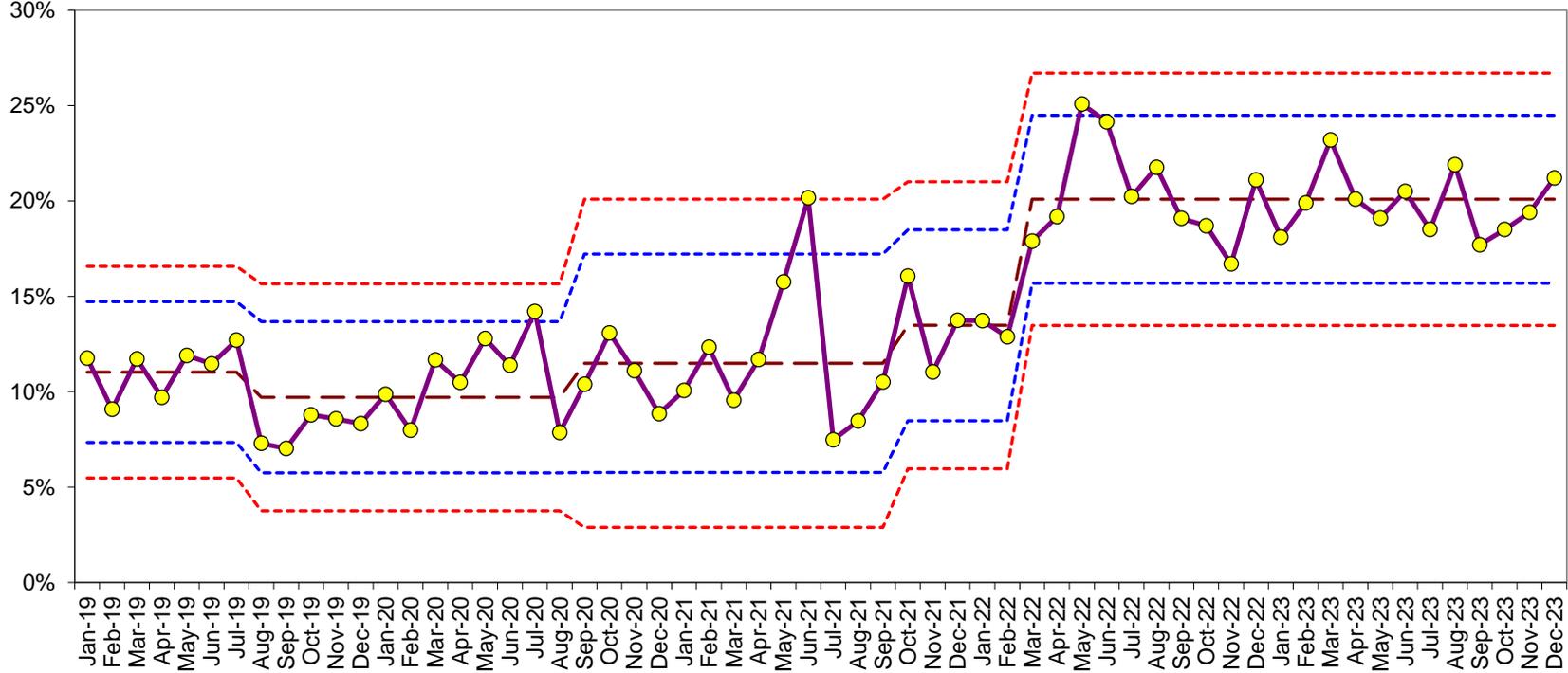


	Rolling 12 month period	Last Year	This Year	PP Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	PP Change This Year Compared to Last Year	MSG Position (Charges)
<b>Robbery Action Taken</b>	Jan - Dec	15.6%	12.7%	-2.9%	Apr - Dec	18.2%	11.7%	-6.5%	4 out of 8 (4th highest)



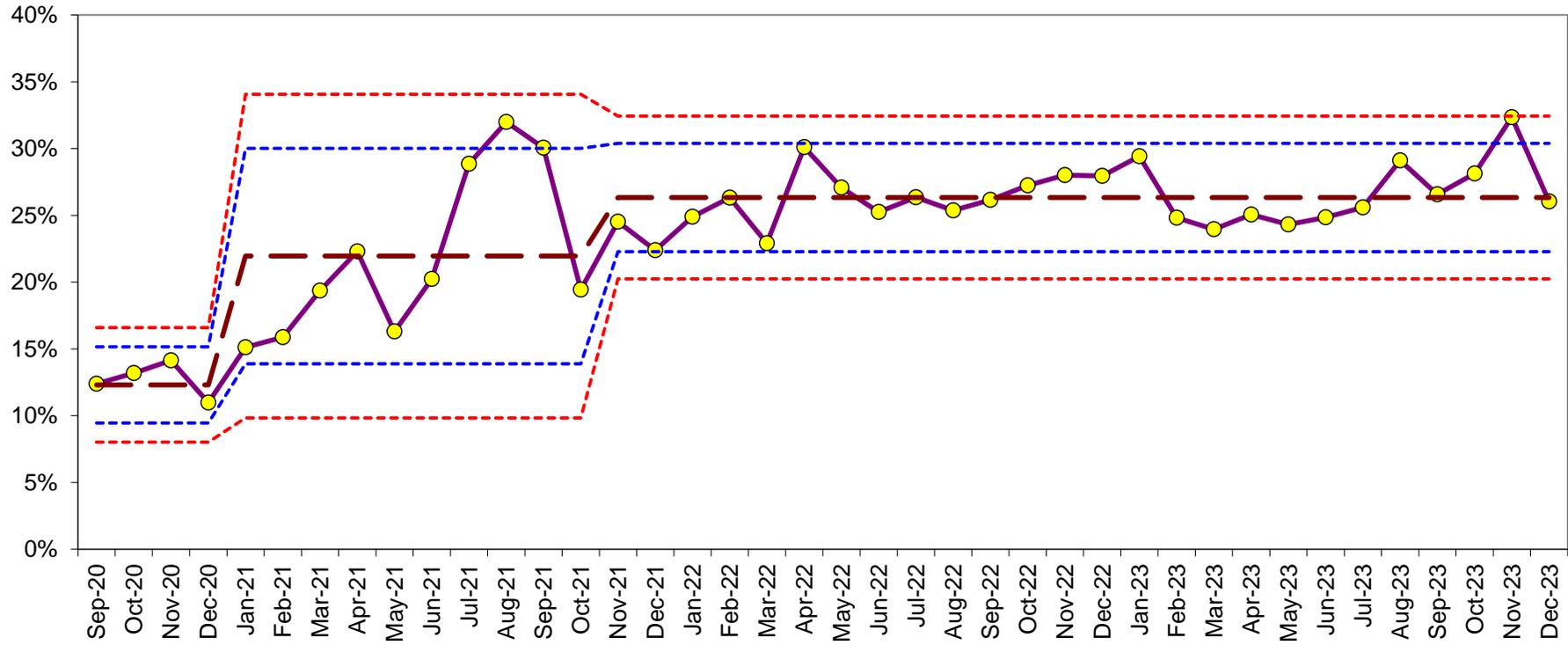
	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
<b>Total number of Domestic Abuse Offences</b>	Jan - Dec	16,186	15,503	-4.2%	Apr - Dec	12,131	11,422	-5.8%	NA

**Domestic Abuse Offences - % Action Taken**



	Rolling 12 month period	Last Year	This Year	PP Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	PP Change This Year Compared to Last Year	MSG Position
<b>DA Offences Action Taken</b>	Jan - Dec	18.9%	19.8%	0.9%	Apr - Dec	20.5%	19.7%	-0.8%	NA

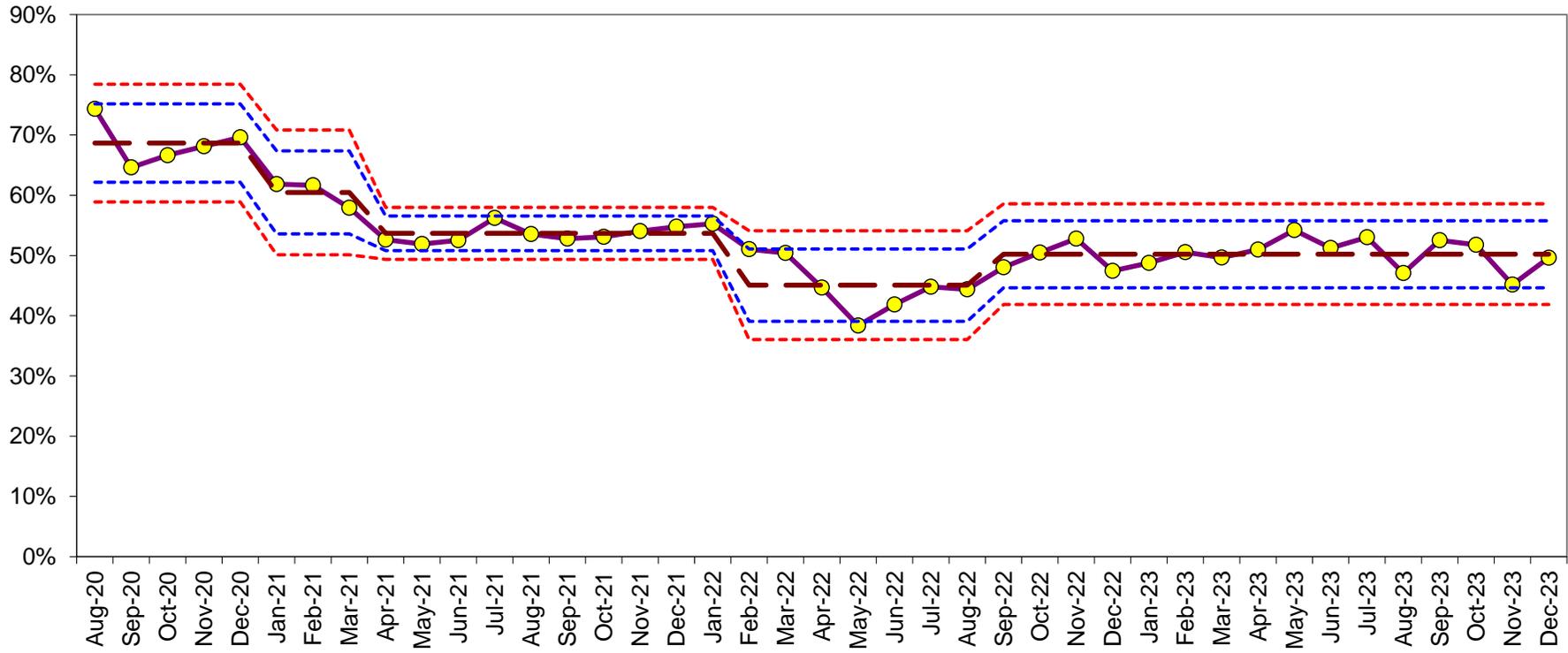
### Domestic Abuse - % OC15



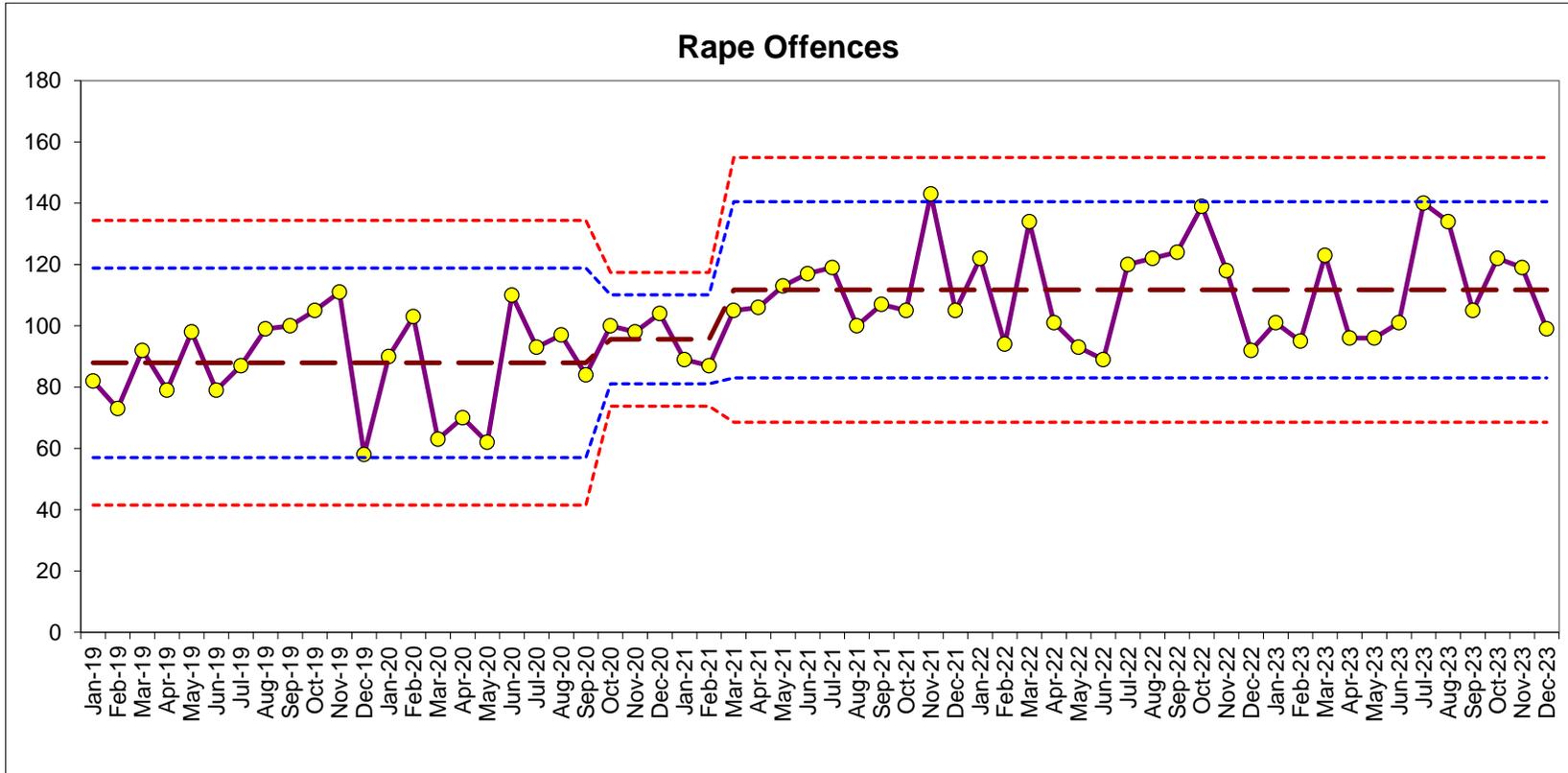
	Rolling 12 month period	Last Year	This Year	PP Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	PP Change This Year Compared to Last Year	MSG Position
<b>DA Outcome 15</b>	Jan - Dec	27.4%	26.7%	-0.7%	Apr - Dec	28.0%	26.9%	-1.1%	NA



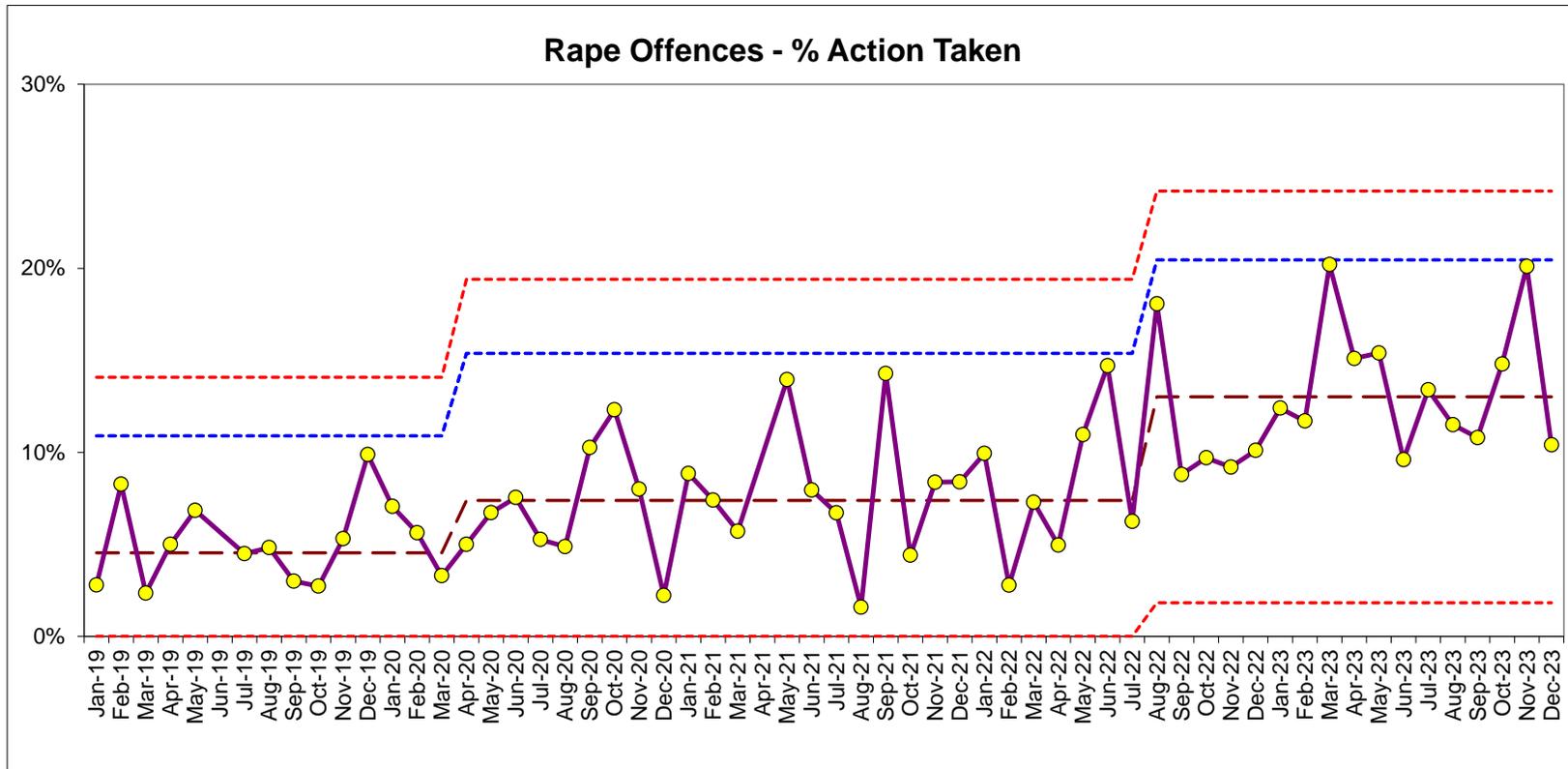
### Domestic Abuse - % OC16



	Rolling 12 month period	Last Year	This Year	PP Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	PP Change This Year Compared to Last Year	MSG Position
<b>DA Outcome 16</b>	Jan - Dec	50.0%	50.4%	0.4%	Apr - Dec	47.6%	50.6%	3.0%	N/A

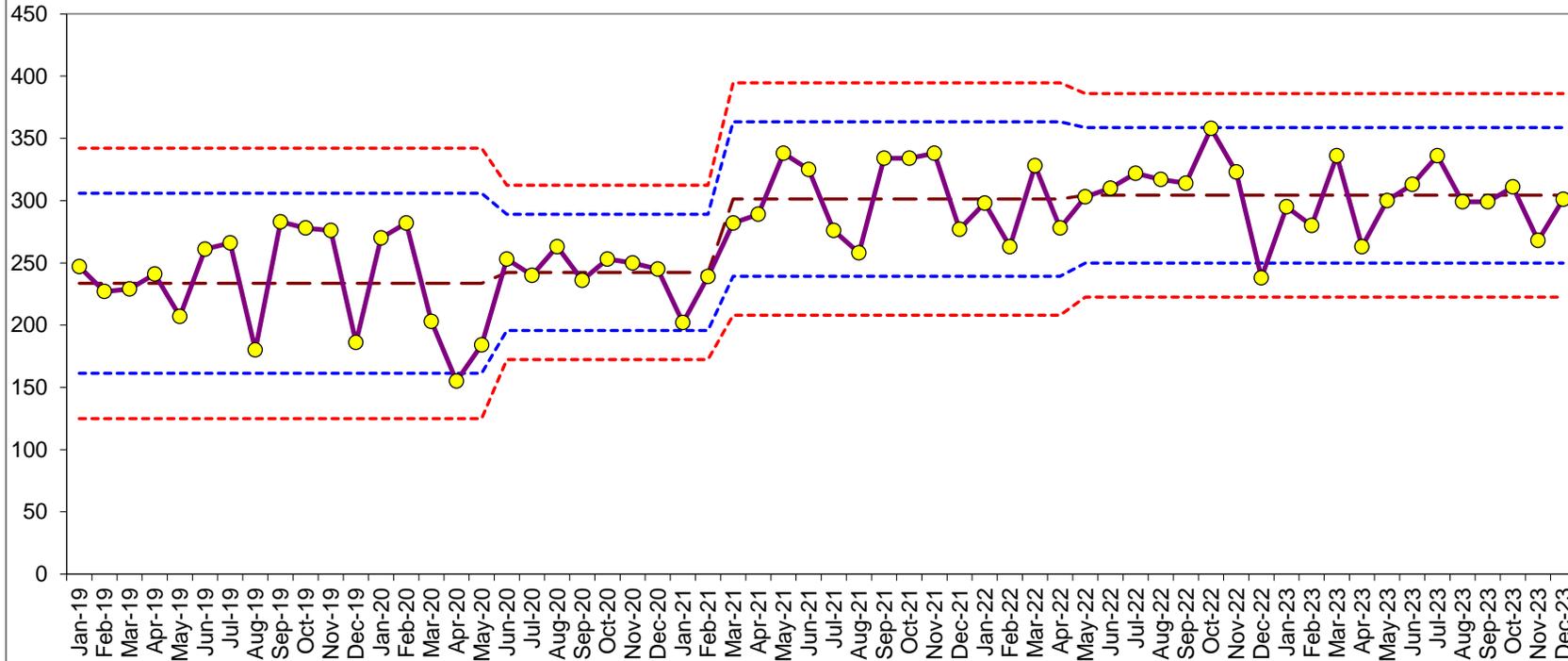


	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
<b>Total number of Rape Offences</b>	Jan - Dec	1,348	1,331	-1.3%	Apr - Dec	998	1,012	1.4%	7 out of 8 (2nd Highest)



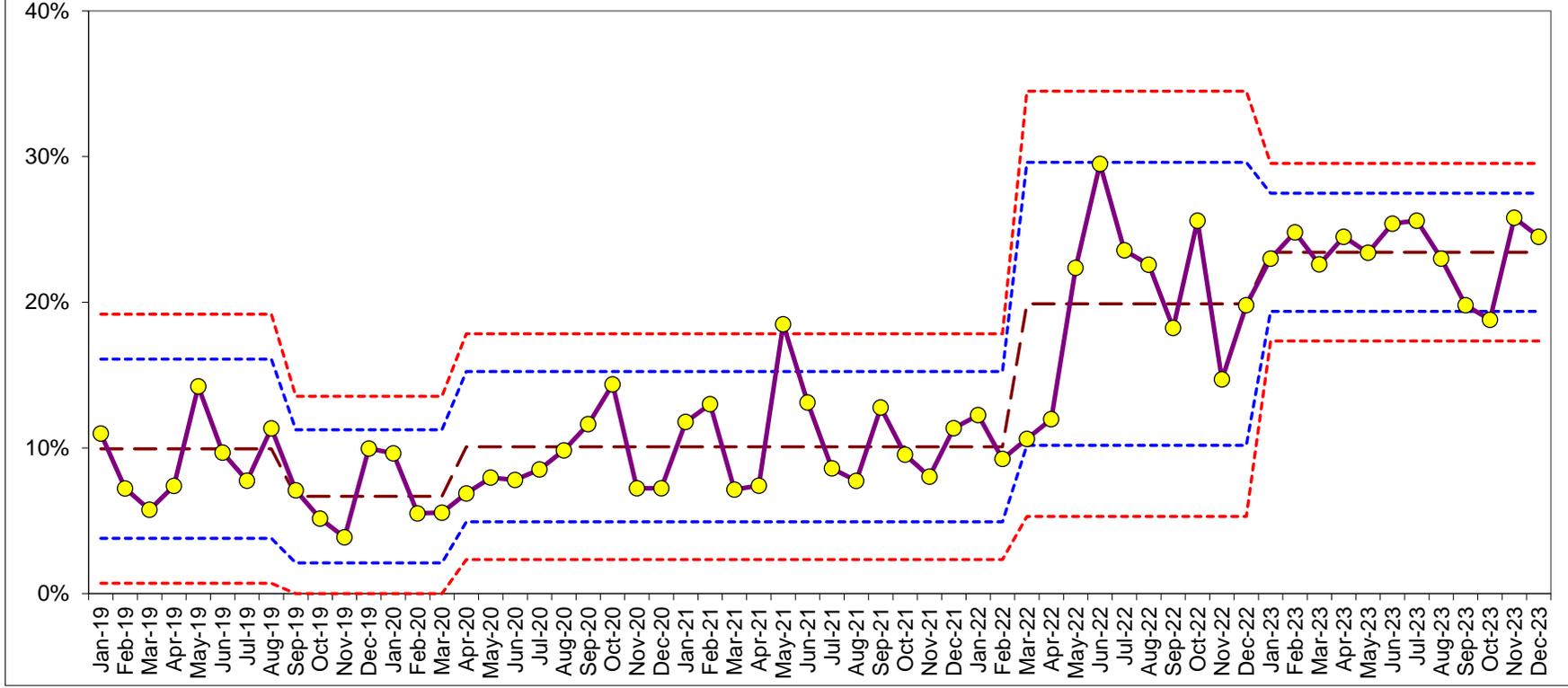
	Rolling 12 month period	Last Year	This Year	PP Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	PP Change This Year Compared to Last Year	MSG Position (Charges)
<b>Rape Offences Action Taken</b>	Jan - Dec	9.2%	13.7%	4.5%	Apr - Dec	9.9%	13.6%	3.7%	1 out of 8 (Highest)

### Sexual Offences

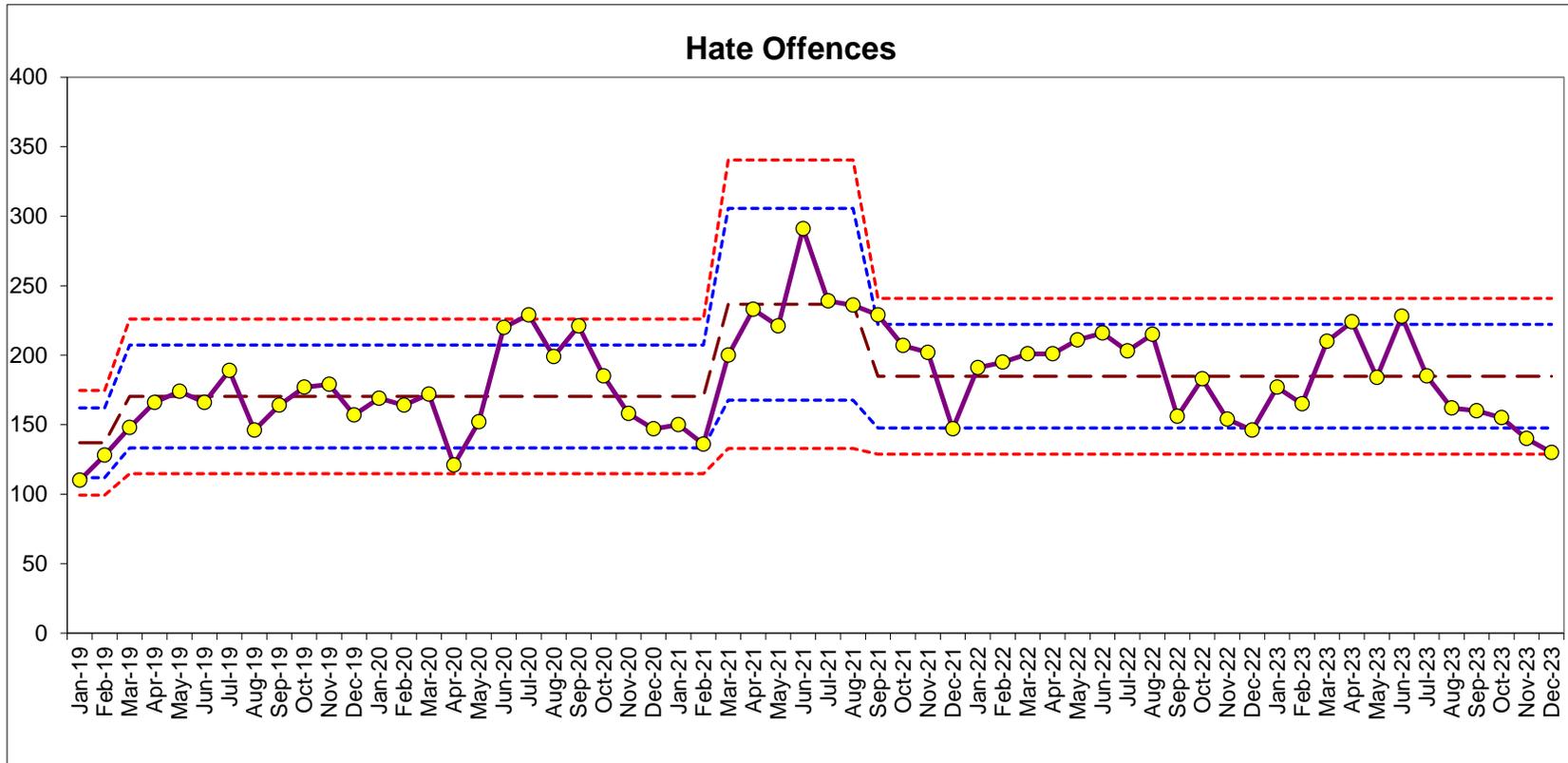


	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
<b>Total number of Sexual Offences</b>	Jan - Dec	3,652	3,601	-1.4%	Apr - Dec	2,763	2,690	-2.6%	6 out of 8 (3rd Highest)

**Sexual Offences - % Action Taken**

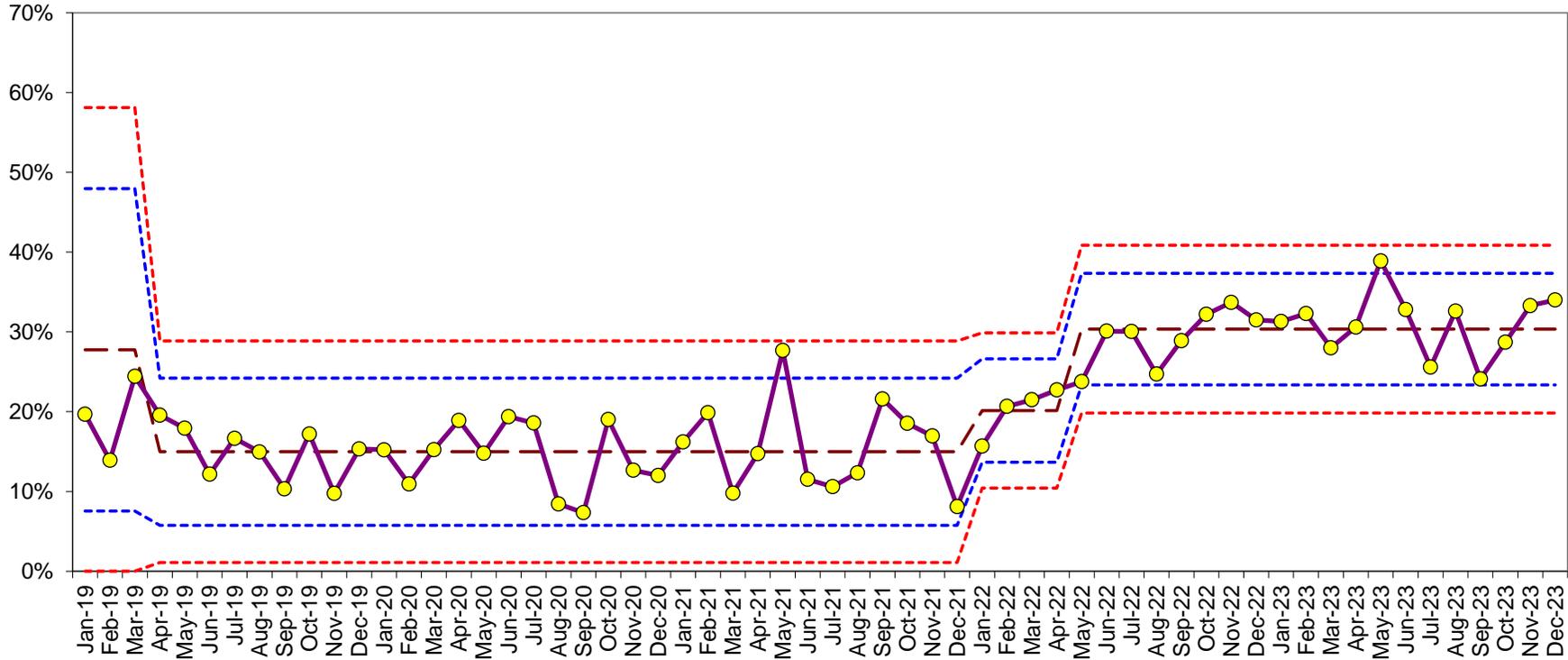


	Rolling 12 month period	Last Year	This Year	PP Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	PP Change This Year Compared to Last Year	MSG Position (Charges)
<b>Sexual Offences Action Taken</b>	Jan - Dec	18.1%	23.5%	5.4%	Apr - Dec	20.8%	23.6%	2.8%	1 out of 8 (Highest)



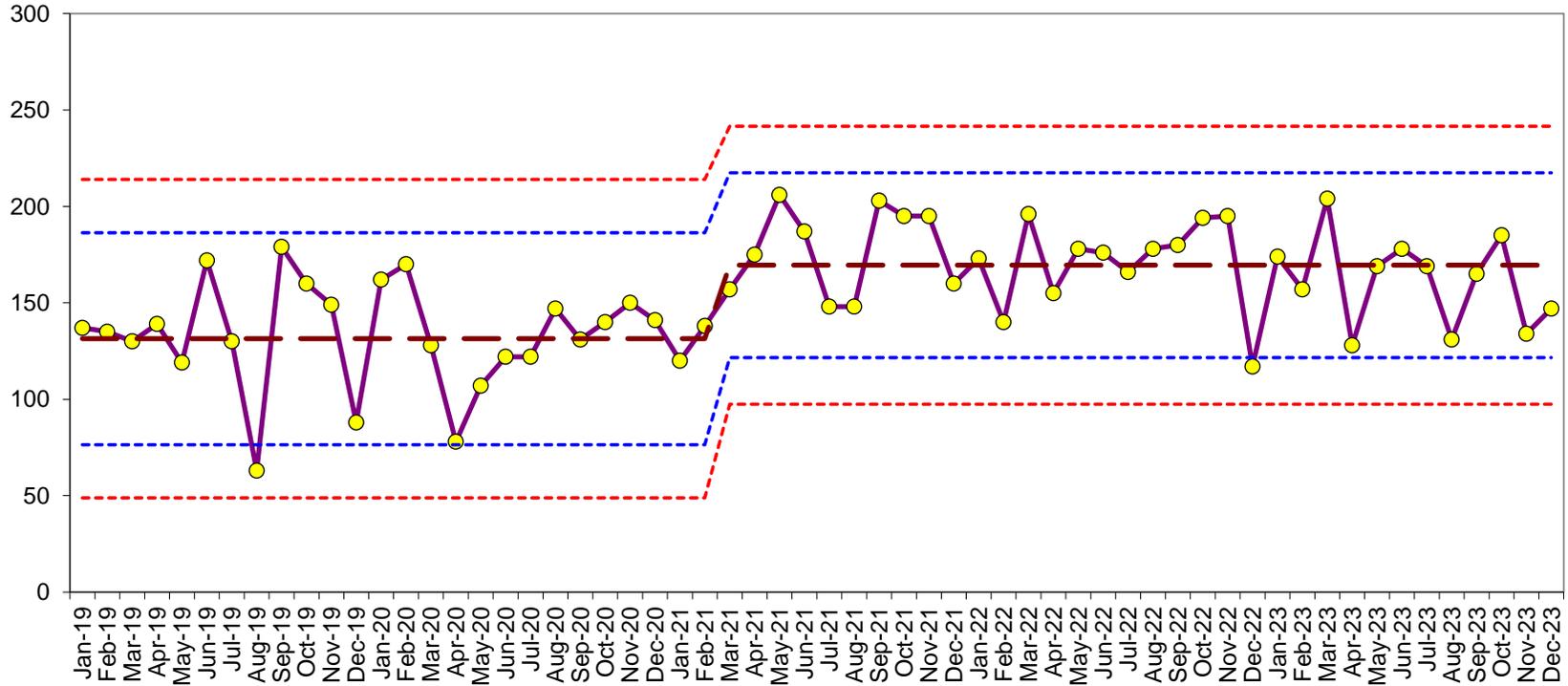
	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
<b>Total number of Hate Offences</b>	Jan - Dec	2,272	2,120	-6.7%	Apr - Dec	1,685	1,568	-6.9%	NA

### Hate Offences - % Action Taken



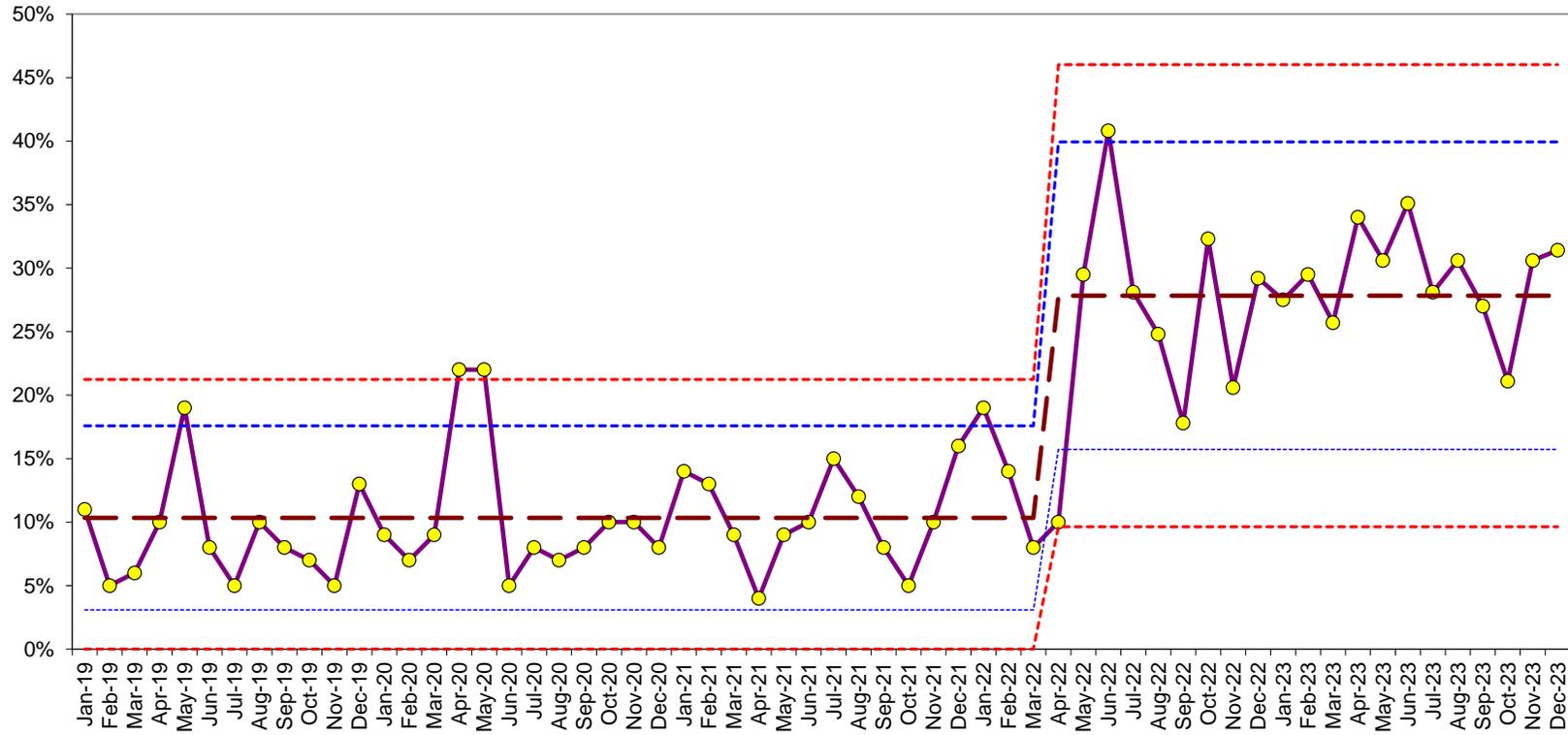
	Rolling 12 month period	Last Year	This Year	PP Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	PP Change This Year Compared to Last Year	MSG Position
<b>Hate Offences Axtion Taken</b>	Jan - Dec	25.7%	30.9%	5.2%	Apr - Dec	28.6%	31.1%	2.5%	NA

### Child Sexual Abuse Offences



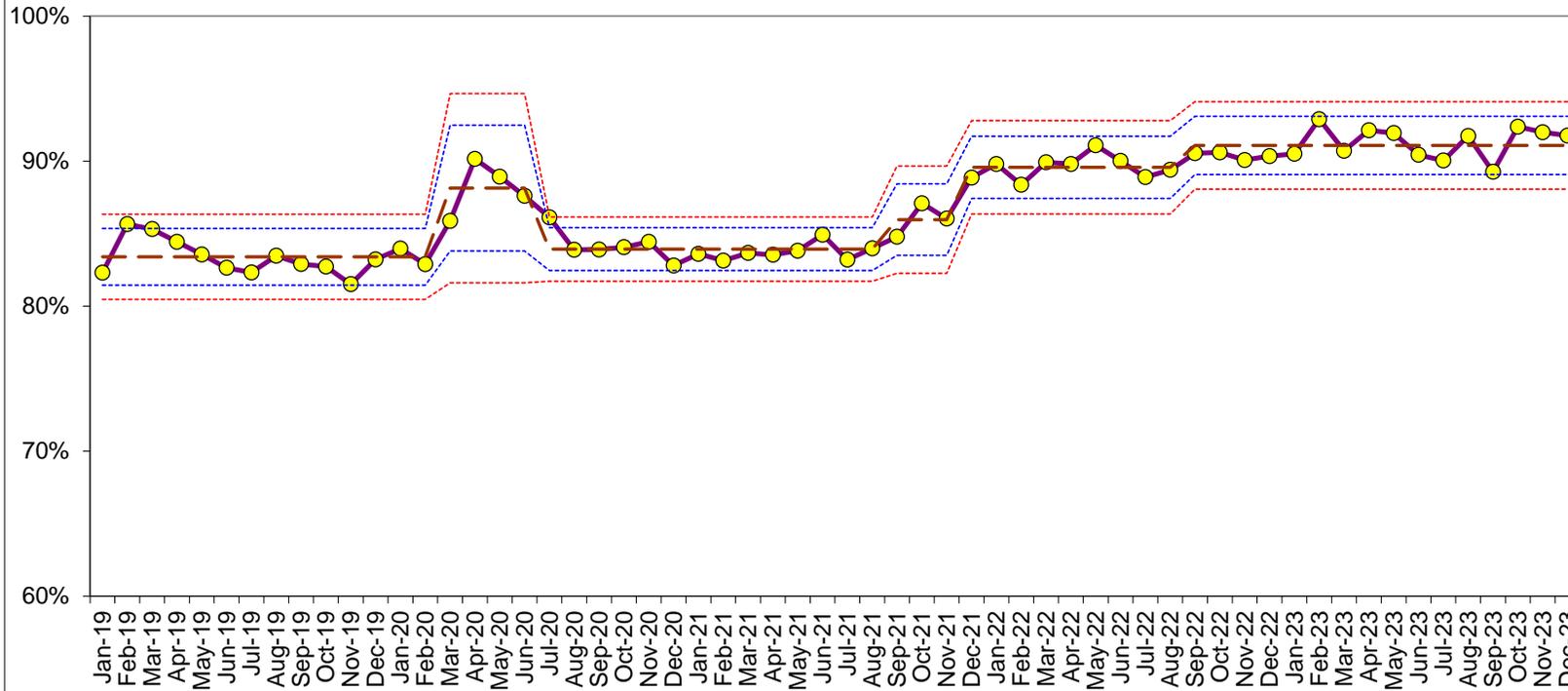
	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
<b>Total number of CSA Offences</b>	Jan - Dec	2,048	1,941	-5.2%	Apr - Dec	1,539	1,406	-8.6%	NA

**Child Sexual Abuse (CSA) - % Action Taken**



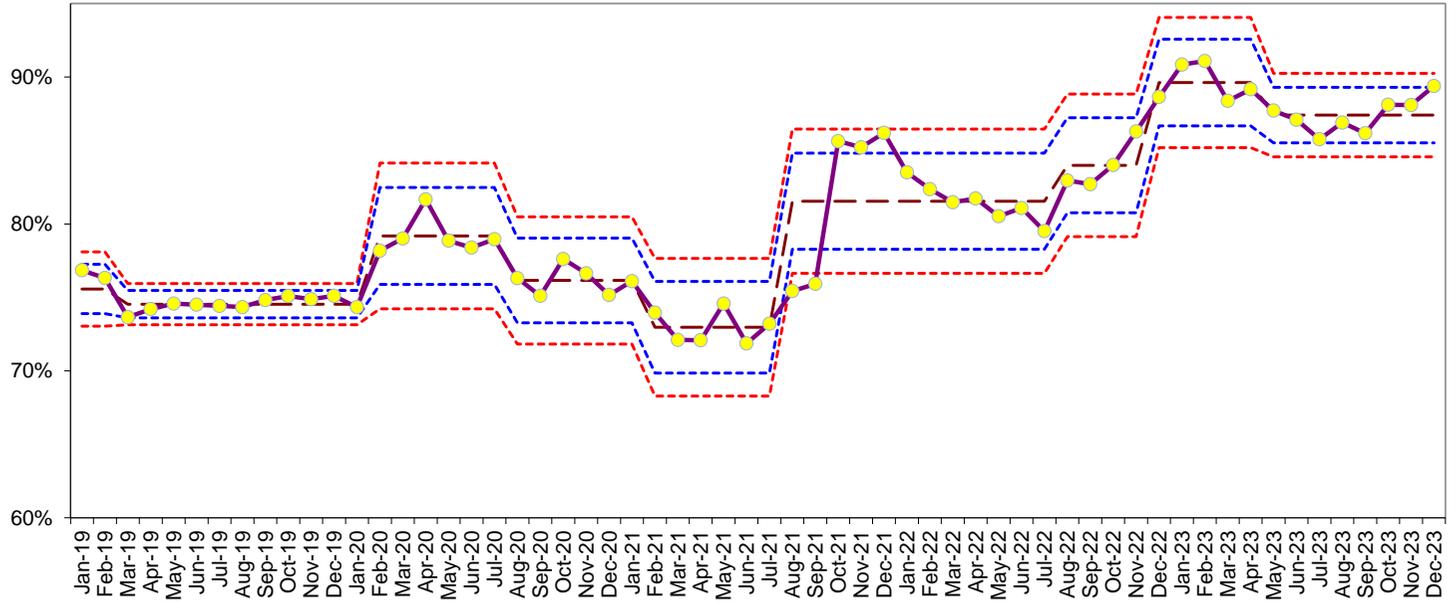
	Rolling 12 month period	Last Year	This Year	PP Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	PP Change This Year Compared to Last Year	MSG Position
<b>CSA Action Taken</b>	Jan - Dec	22.5%	29.2%	6.7%	Apr - Dec	26.2%	29.7%	3.5%	NA

**Percentage Grade 1 Incidents Attended in 15 minutes**



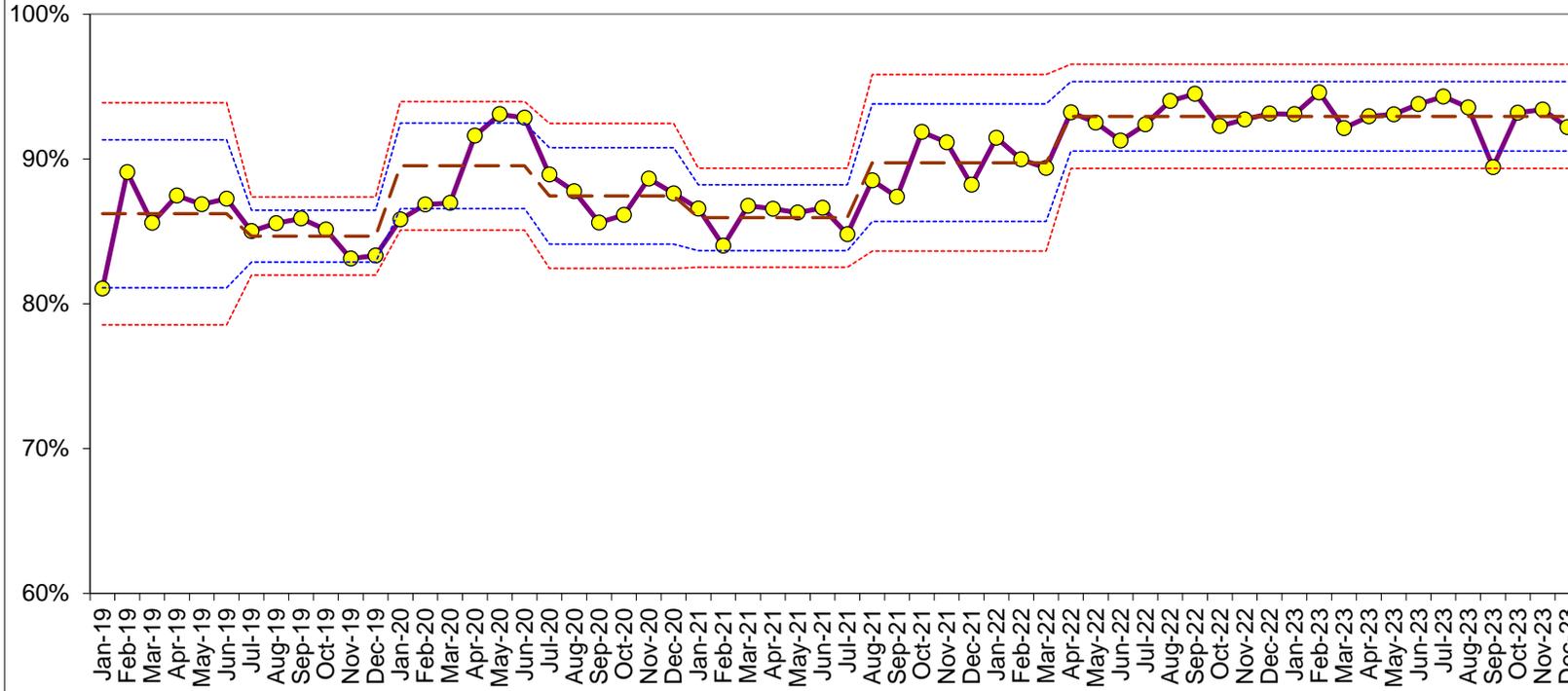
	Rolling 12 month period	Last Year	This Year	PP Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	PP Change This Year Compared to Last Year	MSG Position
Percentage of Grade 1 incidents attended within 15 minutes	Jan - Dec	90.9%	91.3%	0.4%	Apr - Dec	91.1%	91.8%	0.7%	NA

**Percentage Grade 2 Incidents Attended in 60 minutes**



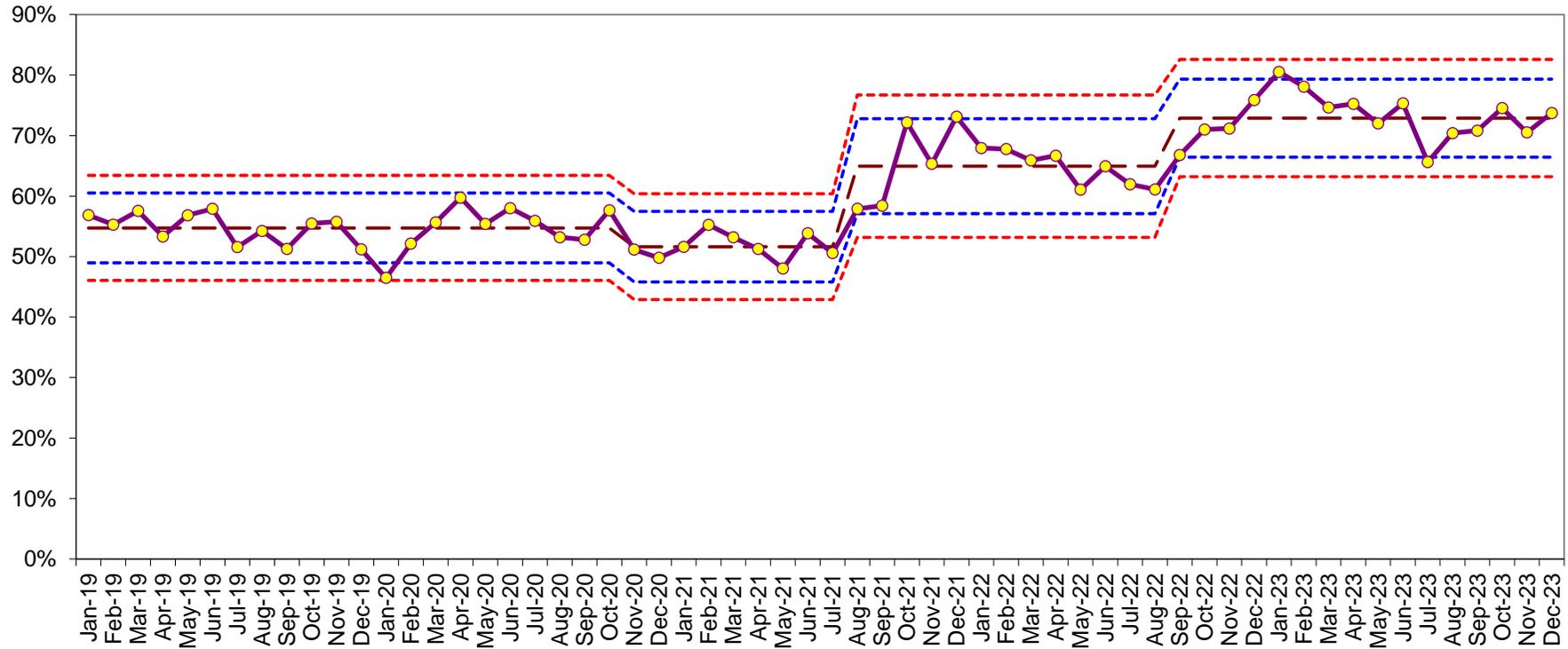
	Rolling 12 month period	Last Year	This Year	PP Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	PP Change This Year Compared to Last Year	MSG Position
<b>Percentage of Grade 2 incidents attended within 60 minutes</b>	Jan - Dec	81.3%	87.1%	5.8%	Apr - Dec	81.4%	86.4%	5.0%	NA

**Percentage Grade 1 Domestic Abuse Incidents Attended in 15 minutes**



	Rolling 12 month period	Last Year	This Year	PP Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	PP Change This Year Compared to Last Year	MSG Position
Percentage of Grade 1 DA incidents attended within 15 minutes	Jan - Dec	92.5%	92.9%	0.4%	Apr - Dec	93.0%	92.8%	-0.2%	NA

**Percentage Grade 2 Domestic Abuse Incidents Attended in 60 minutes**



	Rolling 12 month period	Last Year	This Year	PP Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	PP Change This Year Compared to Last Year	MSG Position
<b>Percentage of Grade 2 DA incidents attended</b>	Jan - Dec	66.9%	73.6%	6.7%	Apr - Dec	66.7%	72.1%	5.4%	NA

**PUBLIC SCRUTINY BOARD**

**February 2024**

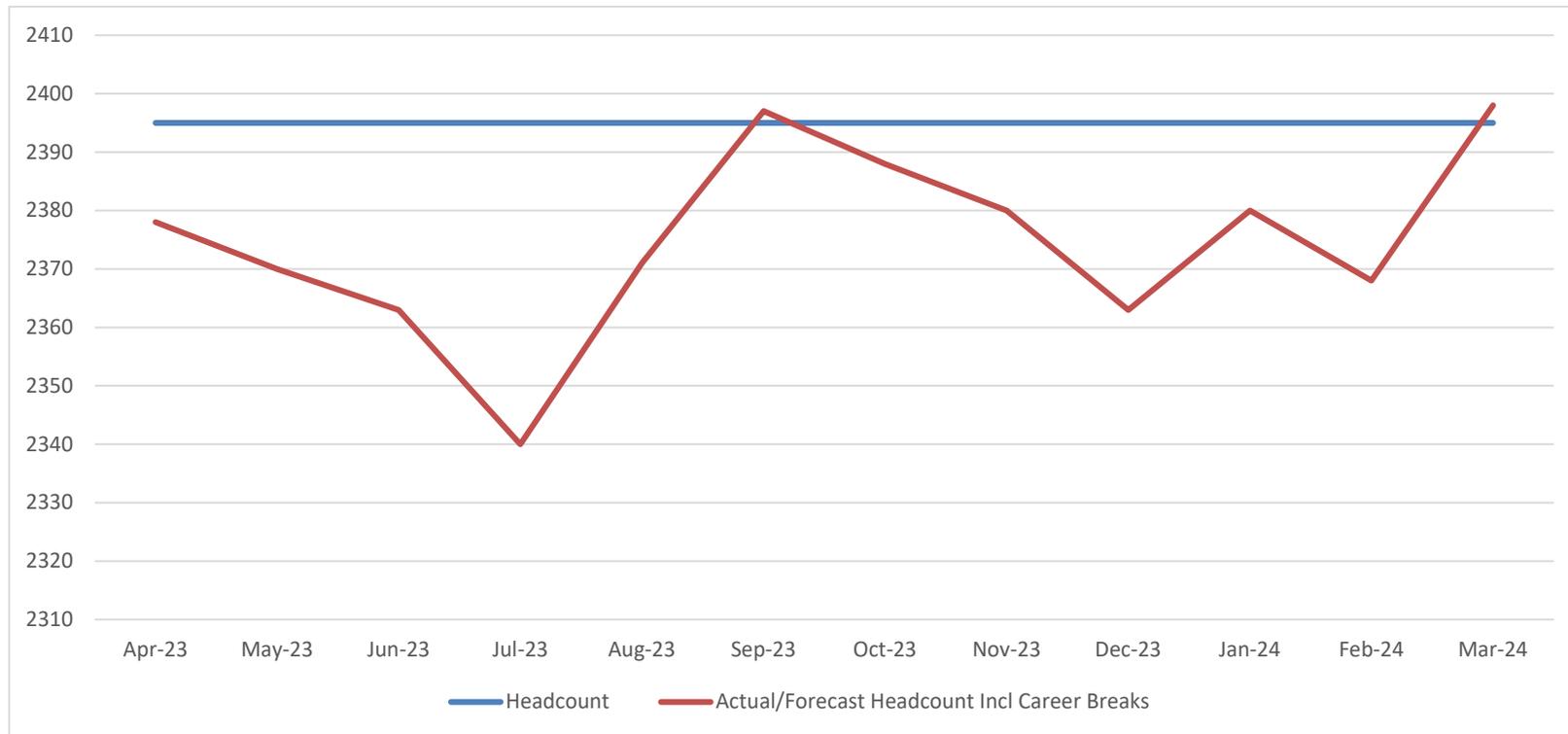
**CHESHIRE CONSTABULARY PEOPLE SERVICES PERFORMANCE REPORT**

**QUARTER 3 October 2023 – December 2023**

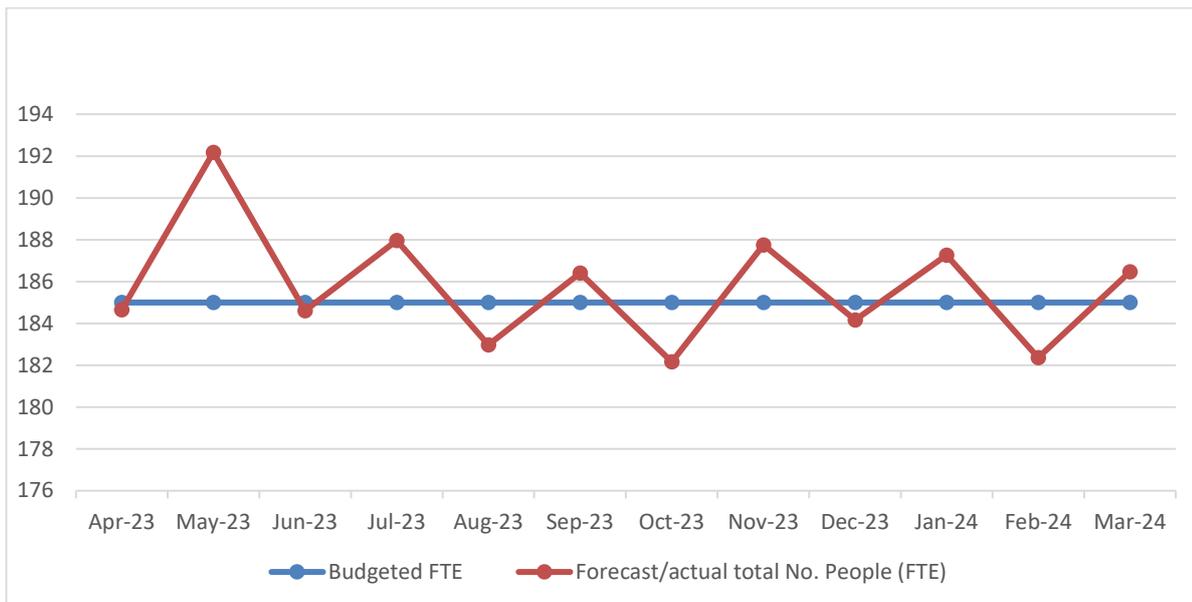
## WORKFORCE CAPACITY

### Police Officer Recruitment Glidepath

The Constabulary closely monitors Police Officer recruitment as part of the Police Uplift Programme (PUP) national target to maintain our Police Officer Headcount of 2395 across 2023 – 2024. The reporting periods for achieving this target are 30<sup>th</sup> September 2023 and 31<sup>st</sup> March 2024. The following chart shows the glidepath of Police Officer Headcount for Quarter 3 (October – December 2023). Included also is the forecast Police Officer Headcount for Quarter 4 (January – March 2024) that demonstrates achievement of the national target to maintain our Police Officer Headcount of 2395.



## Force Control Centre Recruitment Glidepath



The above chart shows the glidepath of FCC Operator establishment of 184.17 FTE for QTR 3 2023 - 2024. Included also is the forecast FCC Operator establishment for the rest of 2023 -2024 that demonstrates maintaining the establishment of 185:00 FTE across the year.

An intake of 9:00 FTE Force Control Operators commenced on 6<sup>th</sup> November 2023. These new starters were all Full Time so there was no reduction in FTE following the initial training period

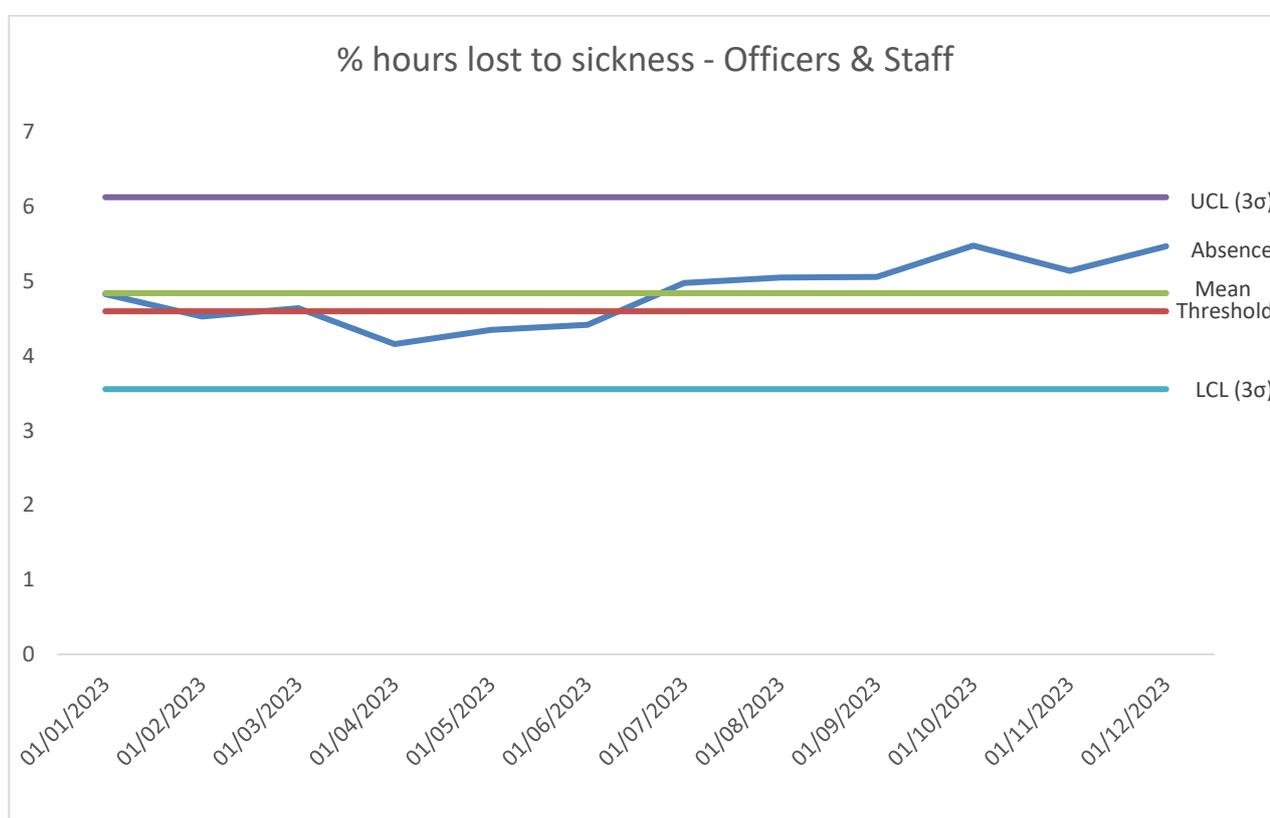
The force continues to plan its intakes in relation to the Forces Control Operators to ensure that the pipeline of applicants remains strong to ensure that we maintain the establishment of 185.00 FTE across 2023 – 2024.

There are further planned intakes of Force Control Operators on 8<sup>th</sup> January 2024 as well as 11<sup>th</sup> March 2024. To date the pipeline for the remaining intake during March is positive, with 23 candidates at pre-employment.

## WELLBEING AND ENGAGEMENT

### Sickness Absence

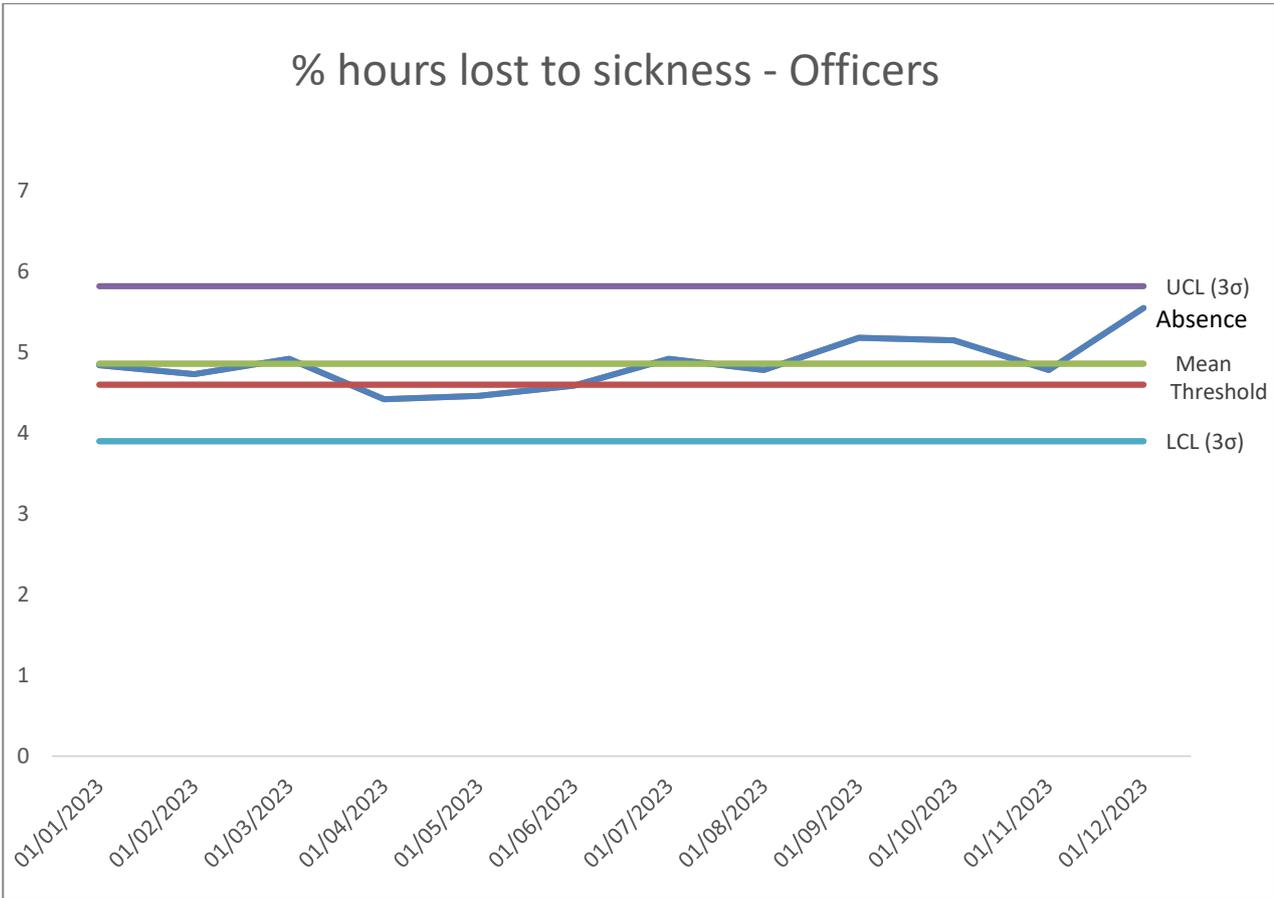
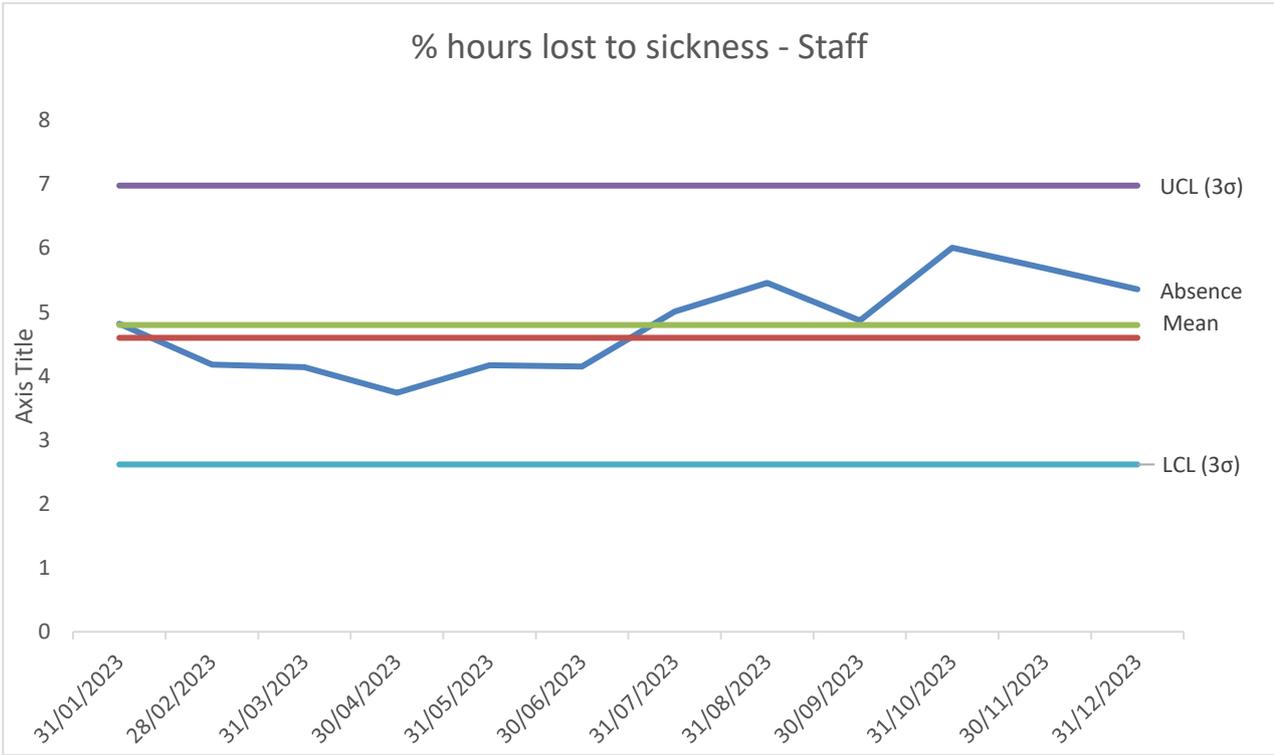
% Hours lost due to sickness													
	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sep 23	Oct 23	Nov 23	Dec 23	Total
Officers	4.84 %	4.73 %	4.92 %	4.42 %	4.46 %	4.59 %	4.92 %	4.78 %	5.18 %	5.15%	4.78%	5.55%	4.86%
Staff	4.82 %	4.18 %	4.14 %	3.74 %	4.17 %	4.15 %	5.01%	5.46 %	4.87 %	6.01%	5.69%	5.36%	4.81 %
Officers & Staff	4.83 %	4.53 %	4.64 %	4.16 %	4.35 %	4.42 %	4.98 %	5.05 %	5.06 %	5.48%	5.14%	5.47%	4.85 %



Sickness has remained above the force threshold of 4.6% for the latest quarter. This continues to be due to an extended spike in short term minor illness cases.

Anxiety/Stress/Depression remained as the highest reason for absence across the Force for the full quarter, this was followed by Minor Illness and then Hospital Investigation/Treatment/Operation. This was mirrored for Officer only absence but for Staff absence Respiratory Illness was the third highest reason in October and December. HRBPs and Advisors are working in partnership with local Managers and the Police

Federation/Unison to review absence cases to ensure that appropriate support is in place to assist recovery and facilitate a return to work where appropriate.



## Breakdown of sickness cases as at 31<sup>st</sup> December 2023

Long Term	29 days +	86
Medium Term	8-28 days	31
Short Term	1-7 days	43

## Highest reasons for absence over the last three months

### Police Officers & Police Staff

	Reason 1	Days	Reason 2	Days	Reason 3	Days
October	Anxiety/Stress/ Depression (work related & non work related)	1649 days	Minor Illness	1002 days	Hospital Investigation / Treatment / Op	289 days
November	Anxiety/Stress/ Depression (work related & non work related)	1488 days	Minor Illness	706 days	Hospital Investigation / treatment / Op	395 days
December	Anxiety/Stress/ Depression (work related & non work related)	1204 days	Minor Illness	884 days	Hospital Investigation / Treatment / Op	430 days

### Police Officers Only

	Reason 1	Days	Reason 2	Days	Reason 3	Days
October	Anxiety/Stress/ Depression (work related & non work related)	1033 days	Minor Illness	405 days	Hospital Investigation / Treatment / Op	131 days
November	Anxiety/Stress/ Depression (work related & non work related)	1003 days	Minor Illness	318 days	Hospital Investigation / Treatment / Op	165 days
December	Anxiety / Stress/ Depression (work related & non work related)	749 days	Minor illness	474 days	Hospital Investigation / Treatment / Op	322 days

### Police Staff Only

	Reason 1	Days	Reason 2	Days	Reason 3	Days
October	Anxiety/Stress / Depression (work related & non work related)	616 days	Minor Illness	597 days	Respiratory Illness	195 days

November	Anxiety/Stress / Depression (work related & non work related)	485 days	Minor Illness	388 days	Hospital Investigation / Treatment / Op	230 days
December	Anxiety/Stress / Depression (work related & non work related)	455 days	Minor Illness	410 days	Respiratory Illness	140 days

### III Health Retirements for Police Officers and Police Staff

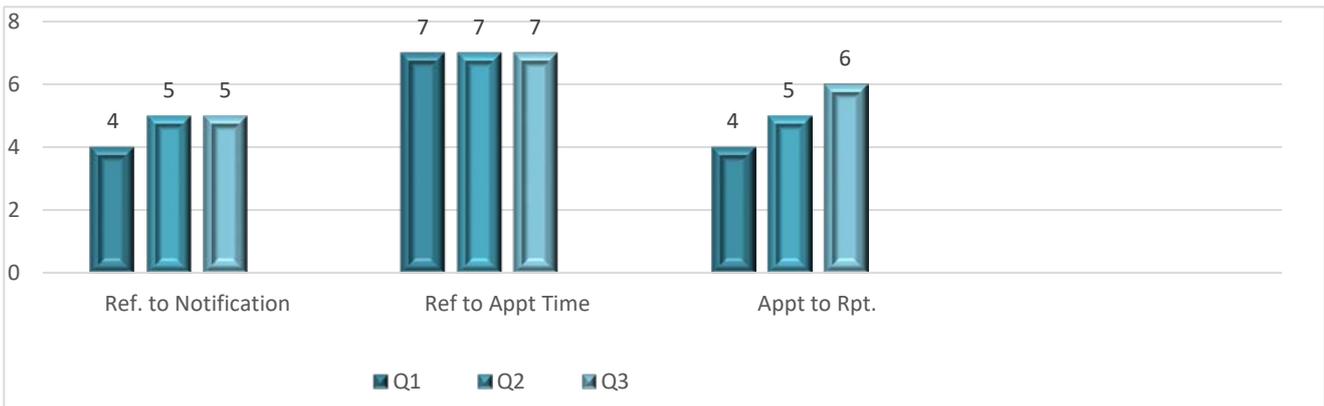
There has been a total of 9 Police Officer III Health retirements during Q3.

There have been 2 Police Staff III Health retirements during this period.

### Overview of Staff Referral Rates

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

### Occupational Health Provision

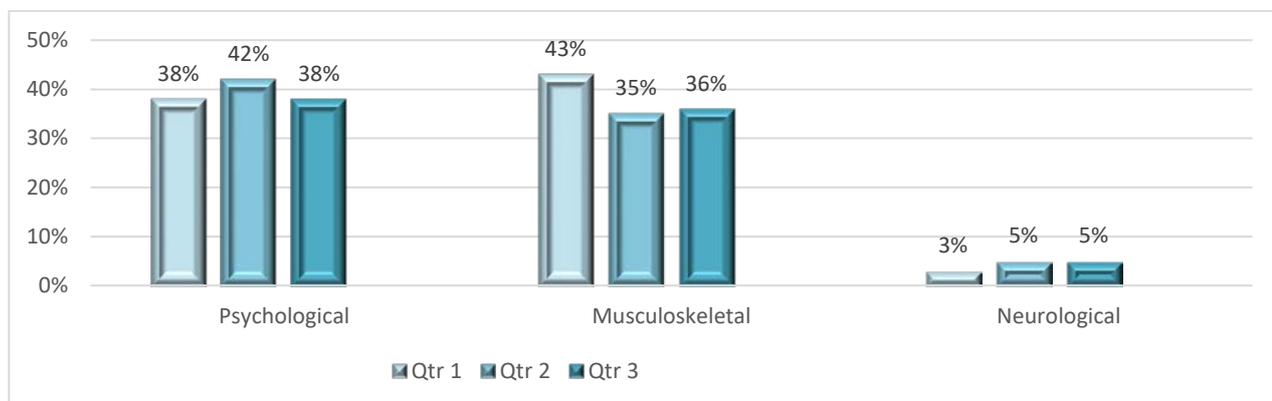


Services continue as a hybrid model of conducting telephone and onsite medicals at Headquarters, which is working well.

Referral to notification time has remained at 5 days in Q3 from 4 days in Q2 (against the KPI of 10 days). Referral to appointment time remains the same as Q2 at 7 days against the KPI of 10 days.

Appointment to report available has increased to 6 days in Q3 compared to 5 days in Q2) against the KPI 4 days.

Top 3 referrals by medical condition show a decrease in psychological referrals in Q3 38% compared with 42% in Q2. Musculoskeletal referrals increased to 36% in Q3 compared to 35% in Q2. Neurological conditions remained the same at 5% for Q3 and Q2.



### Consultative Support

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

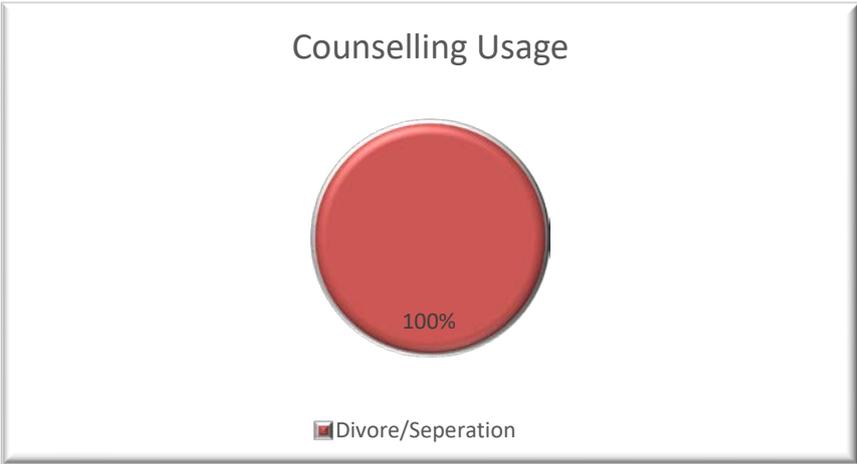
	Questionnaires Sent Out	Questionnaires Returned	Appointments Booked	F	M	Scored Red	Scored Amber	Scored Yellow	Scored Green
Qtr 3	2058	645	289	316	329	289	120	176	60

*Please note that the above figures are cumulative with leavers from the force being removed in December 2023.*

### Counselling Usage

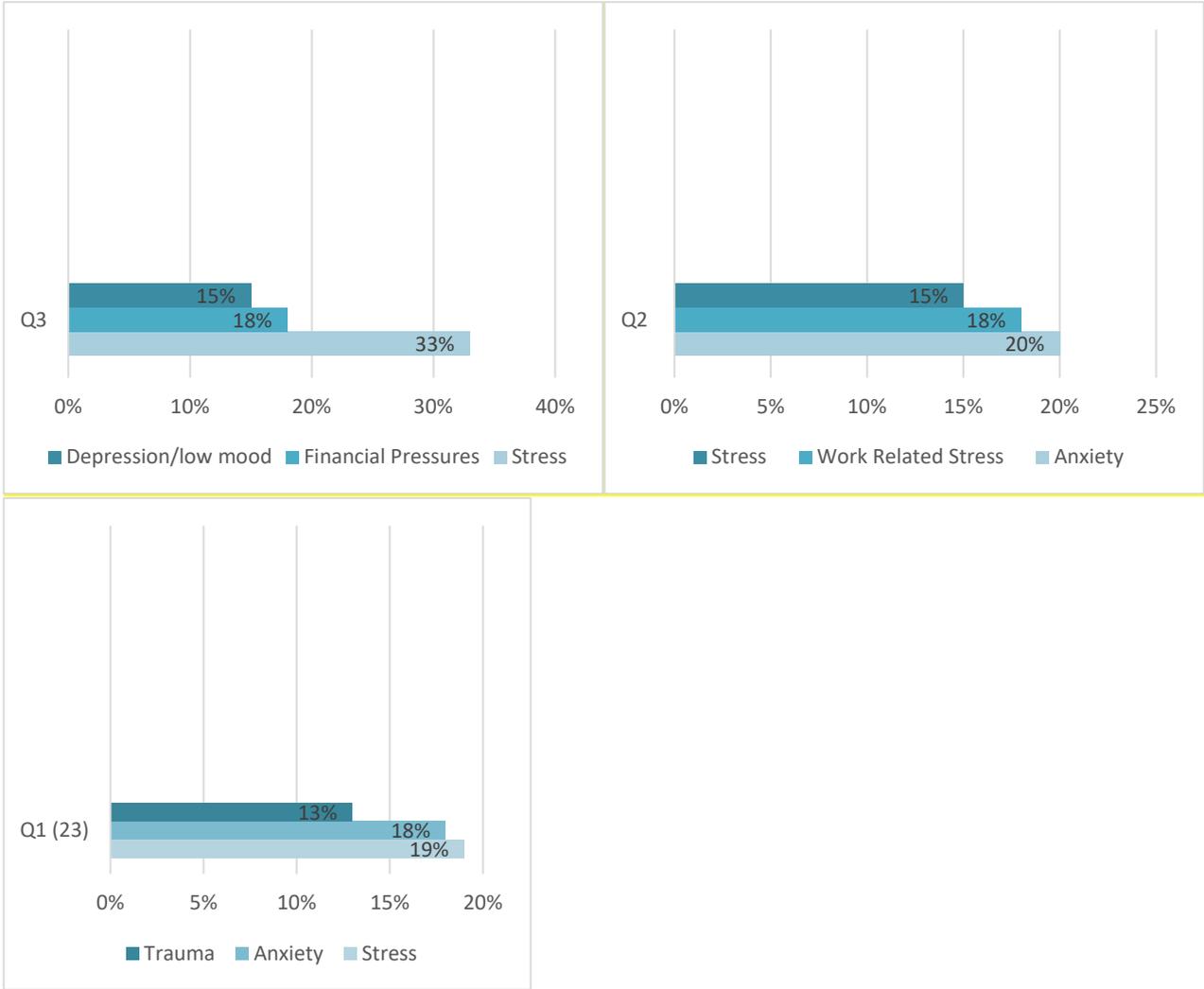
Health Assured also provide a set allocation of 11 sets of 6 sessions, equating to 66 sessions per annum.

1 call for counselling were recorded in Q3. 7 calls were received in Q2 compared to 10 in Q1. Divorce and Separation was the most common reason for counselling calls in Q3 and Q2 equating to 100% of the calls.



**Vivup - Psychological services provider**

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



During Q3 there were 130 counselling referrals via the 24/7 psychological support helpline:

October - 63 entered, 275 sessions conducted.

November– 45 entered, 276 sessions conducted.

December– 21 entered, 181 sessions conducted.

The highest presenting condition reported in Q3 relates to Stress, followed by financial pressures and depression/low mood.

Vivup provide a blended approach to psychological support through telephone, virtual and face to face. During Q3 Face to Face Counselling was the highest (384 over 3 months), followed by virtual (33 over the 3 months) and telephone (8 over the 3 months).

Enhanced telephone counselling provided in volume (384 over 3 months), In the moment support (8 over 3 months) and there were 22 EMDR sessions over the 3 month period.

### Preventative Care Programme – Northwest Police Benevolent Fund (NWPBF)

#### Current Cheshire Constabulary Benevolent Fund members

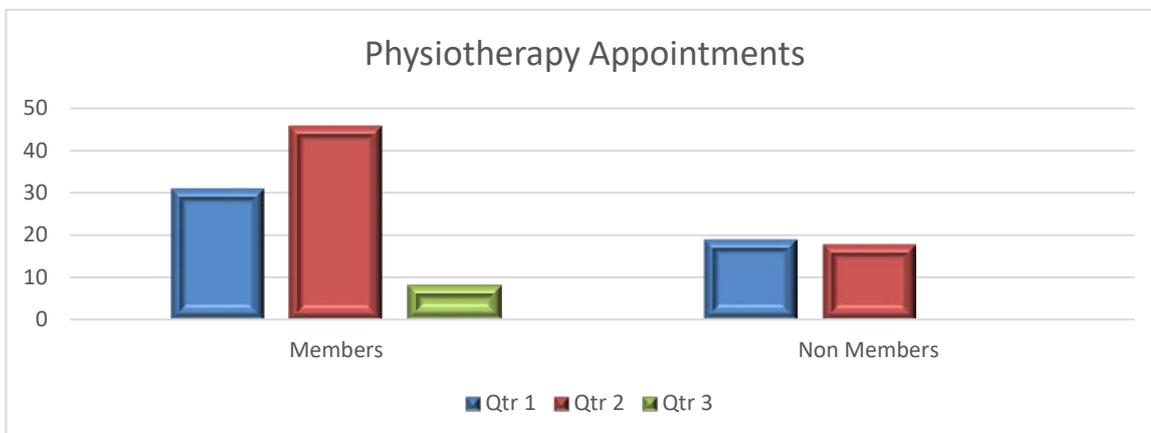
Serving officers – 1355

Retired officers – 759

Of the above members who pay into the benevolent fund through Federation 1 **retired members and 34 serving** members have applied for and received treatment from the Ben Fund in this quarter.

#### Physiotherapy Service Level Agreement

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



During Q3 31 members received physiotherapy treatment compared to 46 in Q2. During Q2 46 members received physiotherapy treatment compared to 31 in Q1. 15 non-members received physiotherapy treatment in Q3 compared to 18 in Q2. All physiotherapy appointments take place at the Wellbeing Centre at Police Headquarters. There were less appointments utilised in December due to a replacement in physiotherapists.

### **NWPBF Additionally Funded Places**

The Constabulary purchased an additional 400 places in 2019 for officers and staff who do not pay into the Benevolent Fund. Cohorts of up to ten can visit St Michael’s Lodge for a twenty-four-hour period for respite and decompression.

This provision has supported 45 individuals who visited in Q2 and 240 places have been booked for the remainder of the year filling this year’s allocated places.

### **Traumatic Incident Stress Management (TISM) Report**

LPU/Department	Incident Type	TISM Meeting Date	TISM Officer Week 1 Follow-up	HR 4 Week Follow-up	HR 6 Months Follow up
PVP/CSI	SUDIC	25/09/2023	05/10/2023	25/10/2023	05/04/2024
PVP/RPU	FATAL RTC (MURDER)	08/10/2023	16/10/2023	08/11/2023	08/04/2024
Warrington LPU	Child CFW	15/10/2023	22/10/2023	15/11/2023	15/04/2024
Congleton	FATAL Train Strike	31/10/2023 & 6/11/2023	13/11/2023	06/12/2023	06/05/2024
Chester	Hanging SD - CPR	15/11/2023	22/11/2023	15/12/2023	15/06/2024
Crewe	SUDIC	11/11/2023	20/11/2023	11/12/2023	11/06/2024
PVP/CSI	SUDIC	25/09/2023	05/10/2023	25/10/2023	05/04/2024

In line with audit requirements a TISM report will be provided on a quarterly basis. The report provides a detailed account of the number of traumatic incidents requested; the confirmed timescales outlining the date a TISM is requested and the date it has been completed. It also details the dates a follow-up has taken place with line supervisors/line managers. Line Managers are contacted to ensure follow up support is in place week 1, week 4 and 6 months following a TISM Debrief. The below report covers Q2 TISM referrals:

### Grievances raised by Police Officers and Police Staff in Q3

During Quarter 3 there have been 5 grievances raised as illustrated in the table below:

Date Received	Employment Status	Summary	Status	Concluded
26 October 2023	Police Officer	Police Officer in relation to a management decision / bullying	Grievance Investigation Concluded	Informal Resolution
7 November 2023	Police Officer	Police Officer in relation to a management decision	Investigation assigned – grievance investigation in progress	
15 November 2023	Police Officer	Police Officer in relation to a management decision / bullying	On Hold – PSD Investigation in progress	
30 November 2023	Police Staff	Police Staff in relation to a management decision	On Hold	
12 December 2023	Police Officer	Police Officer in relation to a management decision / discrimination	On Hold	

<b>Gender</b>	
Male	2
Female	3
<b>Disability</b>	
No	5
<b>Age</b>	
Under 25	1
25 – 40	2

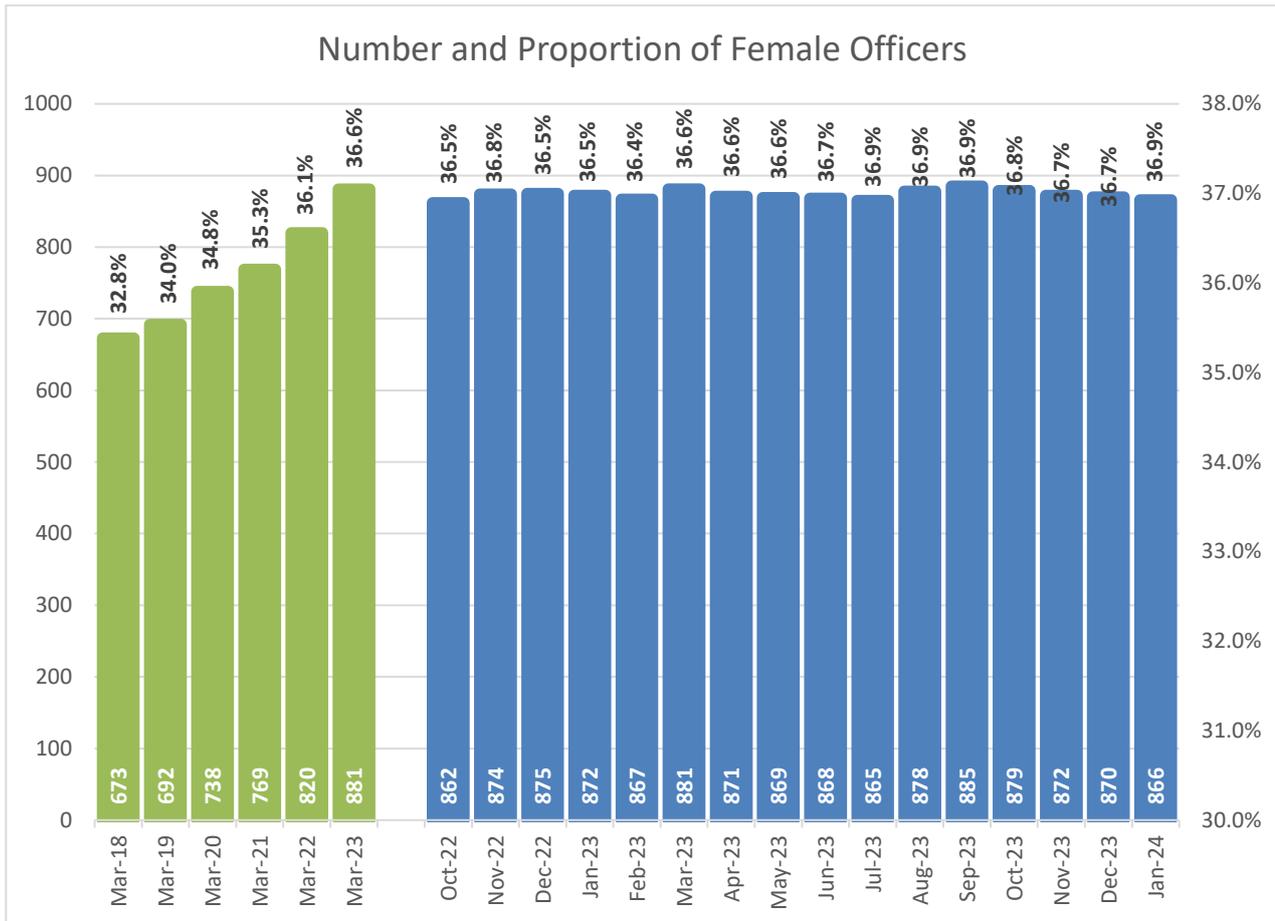
41 – 55	2
<b>Ethnic Origin</b>	
White British	5
<b>Sexual Orientation</b>	
Heterosexual	4
Unknown	1
<b>Religion / Belief</b>	
Christian	1
No Religion	4

## Diversity, Equality & Inclusion

### Female Representation

The following shows progress in respect of female representation. Cheshire's representation rate of females in force is 37%.

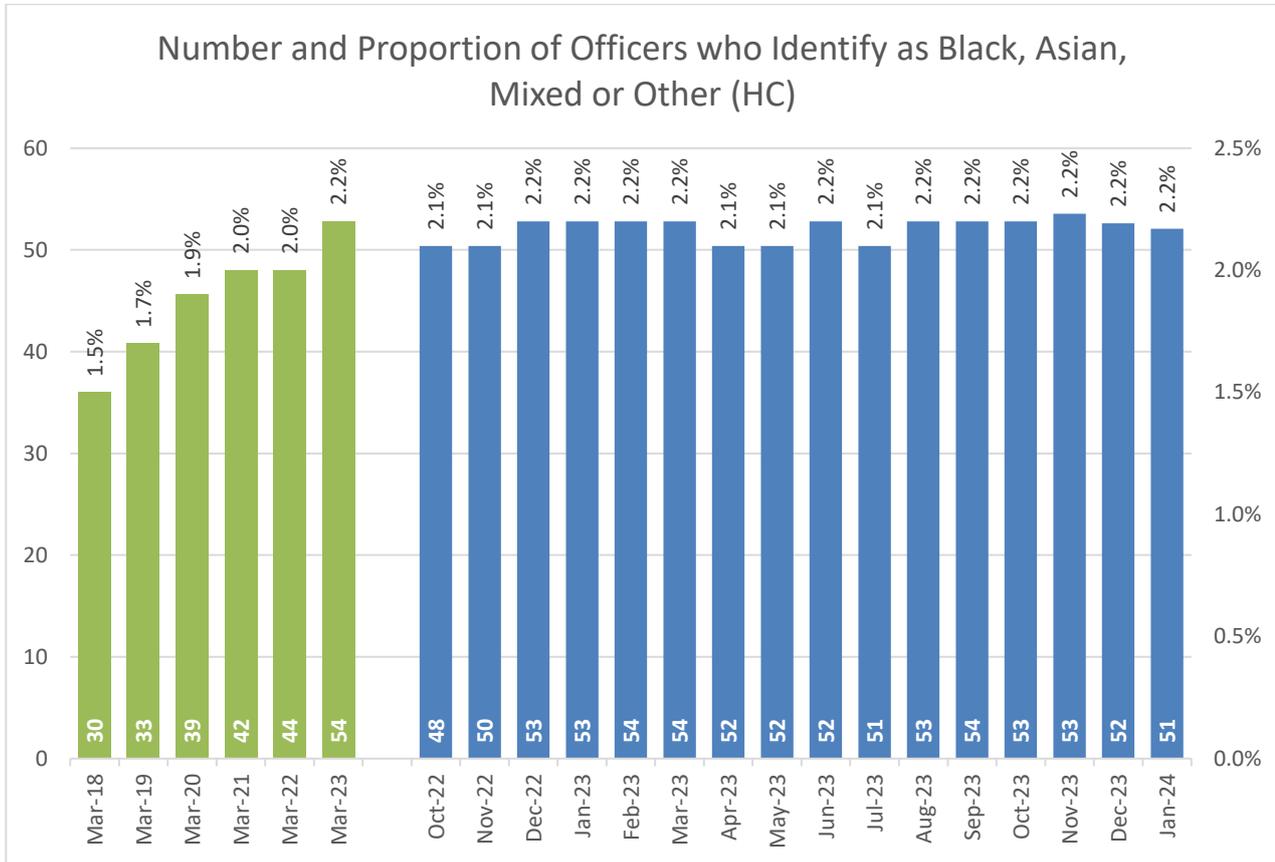
As we can see from the below this representation rate has been gradually increasing for Cheshire over the last 12 months and has year on year since March 2018.



## Ethnicity Representation

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

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



## Breakdown of protected characteristics by headcount

### Police Officers, PCSOs, Police Staff & Specials Ethnicity

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

NB. This data is headcount and includes therefore part time / job share posts. Data as at 31<sup>st</sup> December 2023

	Asian Headcount	%	Black Headcount	%	Mixed Headcount	%	Other Headcount	%	Prefer not to say Headcount	%	White Headcount	%	Blank Headcount	%	Total Headcount	Total %
<b>1. Officer</b>																
1. Chief Officers		0.00%		0.00%	1	25.00%		0.00%		0.00%	3	75.00%		0.00%	4	100.00%
2. Chief Superintendent		0.00%		0.00%		0.00%		0.00%		0.00%	6	100.00%		0.00%	6	100.00%
3. Superintendent	1	3.85%		0.00%		0.00%		0.00%		0.00%	25	96.15%		0.00%	26	100.00%
4. Chief Inspector	1	2.56%		0.00%	1	2.56%		0.00%		0.00%	37	94.87%		0.00%	39	100.00%
5. Inspector		0.00%		0.00%	2	1.59%		0.00%	2	1.59%	122	96.83%		0.00%	126	100.00%
6. Sergeant	2	0.49%		0.00%	4	0.99%		0.00%	8	1.97%	391	96.31%	1	0.25%	406	100.00%
7. Constable	14	0.79%	2	0.11%	20	1.13%	3	0.17%	15	0.85%	1712	96.67%	5	0.28%	1771	100.00%
<b>1. Officer Total</b>	<b>18</b>	<b>0.76%</b>	<b>2</b>	<b>0.08%</b>	<b>28</b>	<b>1.18%</b>	<b>3</b>	<b>0.13%</b>	<b>25</b>	<b>1.05%</b>	<b>2296</b>	<b>96.55%</b>	<b>6</b>	<b>0.25%</b>	<b>2378</b>	<b>100.00%</b>
<b>2. PCSO</b>																
PCSO		0.00%	1	0.80%	1	0.80%	1	0.80%		0.00%	122	97.60%		0.00%	125	100.00%
<b>2. PCSO Total</b>	<b>0.00%</b>	<b>1</b>	<b>0.80%</b>	<b>1</b>	<b>0.80%</b>	<b>1</b>	<b>0.80%</b>	<b>0.00%</b>	<b>122</b>	<b>97.60%</b>	<b>0.00%</b>	<b>125</b>	<b>100.00%</b>			
<b>3. Staff</b>																
1. SM Grades		0.00%		0.00%		0.00%		0.00%		0.00%	25	100.00%		0.00%	25	100.00%
2. PO Grades	2	1.16%		0.00%	2	1.16%		0.00%	8	4.65%	159	92.44%	1	0.58%	172	100.00%
3. SO Grades	1	0.48%	2	0.97%	4	1.93%		0.00%	1	0.48%	198	95.65%	1	0.48%	207	100.00%
4. Scale 4-6 Grades	8	0.73%	5	0.46%	3	0.28%	1	0.09%	26	2.39%	1043	95.69%	4	0.37%	1090	100.00%
5. Scale 1-3 Grades	1	0.53%	1	0.53%	2	1.07%		0.00%	5	2.67%	177	94.65%	1	0.53%	187	100.00%
<b>3. Staff Total</b>	<b>12</b>	<b>0.71%</b>	<b>8</b>	<b>0.48%</b>	<b>11</b>	<b>0.65%</b>	<b>1</b>	<b>0.06%</b>	<b>40</b>	<b>2.38%</b>	<b>1602</b>	<b>95.30%</b>	<b>7</b>	<b>0.42%</b>	<b>1681</b>	<b>100.00%</b>
<b>4. Special</b>																
Special	5	2.84%	4	2.27%	3	1.70%		0.00%	2	1.14%	160	90.91%	2	1.14%	176	100.00%
<b>4. Special Total</b>	<b>5</b>	<b>2.84%</b>	<b>4</b>	<b>2.27%</b>	<b>3</b>	<b>1.70%</b>	<b>0.00%</b>	<b>2</b>	<b>1.14%</b>	<b>160</b>	<b>90.91%</b>	<b>2</b>	<b>1.14%</b>	<b>176</b>	<b>100.00%</b>	
<b>Grand Total</b>	<b>35</b>	<b>0.80%</b>	<b>15</b>	<b>0.34%</b>	<b>43</b>	<b>0.99%</b>	<b>5</b>	<b>0.11%</b>	<b>67</b>	<b>1.54%</b>	<b>4180</b>	<b>95.87%</b>	<b>15</b>	<b>0.34%</b>	<b>4360</b>	<b>100.00%</b>

## Police Officers, PCSOs, Police Staff & Specials by gender

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

NB. This data is headcount and includes therefore part time / job share posts. Data as at 31<sup>st</sup> December 2023

	Female Headcount	%	Intersex Headcount	%	Male Headcount	%	Prefer not to say Headcount	%	Blank Headcount	%	Total Headcount	Total %
<b>1. Officer</b>												
1. Chief Officers	1	25.00%		0.00%	3	75.00%		0.00%		0.00%	4	100.00%
2. Chief Superintendent	2	33.33%		0.00%	4	66.67%		0.00%		0.00%	6	100.00%
3. Superintendent	10	38.46%		0.00%	16	61.54%		0.00%		0.00%	26	100.00%
4. Chief Inspector	14	35.90%		0.00%	25	64.10%		0.00%		0.00%	39	100.00%
5. Inspector	42	33.33%		0.00%	84	66.67%		0.00%		0.00%	126	100.00%
6. Sergeant	108	26.60%	1	0.25%	295	72.66%	2	0.49%		0.00%	406	100.00%
7. Constable	699	39.47%		0.00%	1067	60.25%	4	0.23%	1	0.06%	1771	100.00%
<b>1. Officer Total</b>	<b>876</b>	<b>36.84%</b>	<b>1</b>	<b>0.04%</b>	<b>1494</b>	<b>62.83%</b>	<b>6</b>	<b>0.25%</b>	<b>1</b>	<b>0.04%</b>	<b>2378</b>	<b>100.00%</b>
<b>2. PCSO</b>												
PCSO	65	52.00%		0.00%	60	48.00%		0.00%		0.00%	125	100.00%
<b>2. PCSO Total</b>	<b>65</b>	<b>52.00%</b>		<b>0.00%</b>	<b>60</b>	<b>48.00%</b>		<b>0.00%</b>		<b>0.00%</b>	<b>125</b>	<b>100.00%</b>
<b>3. Staff</b>												
1. SM Grades	15	60.00%		0.00%	10	40.00%		0.00%		0.00%	25	100.00%
2. PO Grades	90	52.33%		0.00%	78	45.35%	4	2.33%		0.00%	172	100.00%
3. SO Grades	118	57.00%		0.00%	87	42.03%	1	0.48%	1	0.48%	207	100.00%
4. Scale 4-6 Grades	744	68.26%		0.00%	343	31.47%	3	0.28%		0.00%	1090	100.00%
5. Scale 1-3 Grades	125	66.84%		0.00%	62	33.16%		0.00%		0.00%	187	100.00%
<b>3. Staff Total</b>	<b>1092</b>	<b>64.96%</b>		<b>0.00%</b>	<b>580</b>	<b>34.50%</b>	<b>8</b>	<b>0.48%</b>	<b>1</b>	<b>0.06%</b>	<b>1681</b>	<b>100.00%</b>
<b>4. Special</b>												
Special	42	23.86%		0.00%	132	75.00%		0.00%	2	1.14%	176	100.00%
<b>4. Special Total</b>	<b>42</b>	<b>23.86%</b>		<b>0.00%</b>	<b>132</b>	<b>75.00%</b>		<b>0.00%</b>	<b>2</b>	<b>1.14%</b>	<b>176</b>	<b>100.00%</b>
<b>Grand Total</b>	<b>2075</b>	<b>47.59%</b>	<b>1</b>	<b>0.02%</b>	<b>2266</b>	<b>51.97%</b>	<b>14</b>	<b>0.32%</b>	<b>4</b>	<b>0.09%</b>	<b>4360</b>	<b>100.00%</b>

### Police Officers, PCSOs, Police Staff & Specials by disability

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

NB. This data is headcount and includes therefore part time / job share posts. Data as at 31<sup>st</sup> December 2023

	Yes Headcount	%	No Headcount	%	Prefer not to say Headcount	%	Blank Headcount	%	Total Headcount	Total %
<b>1. Officer</b>										
1. Chief Officers		0.00%		0.00%		0.00%	4	100.00%	4	100.00%
2. Chief Superintendent		0.00%	1	16.67%		0.00%	5	83.33%	6	100.00%
3. Superintendent		0.00%	2	7.69%	1	3.85%	23	88.46%	26	100.00%
4. Chief Inspector	2	5.13%	6	15.38%		0.00%	31	79.49%	39	100.00%
5. Inspector	12	9.52%	9	7.14%	2	1.59%	103	81.75%	126	100.00%
6. Sergeant	16	3.94%	34	8.37%	3	0.74%	353	86.95%	406	100.00%
7. Constable	73	4.12%	344	19.42%	8	0.45%	1346	76.00%	1771	100.00%
<b>1. Officer Total</b>	<b>103</b>	<b>4.33%</b>	<b>396</b>	<b>16.65%</b>	<b>14</b>	<b>0.59%</b>	<b>1865</b>	<b>78.43%</b>	<b>2378</b>	<b>100.00%</b>
<b>2. PCSO</b>										
PCSO	6	4.80%	16	12.80%	1	0.80%	102	81.60%	125	100.00%
<b>2. PCSO Total</b>	<b>6</b>	<b>4.80%</b>	<b>16</b>	<b>12.80%</b>	<b>1</b>	<b>0.80%</b>	<b>102</b>	<b>81.60%</b>	<b>125</b>	<b>100.00%</b>
<b>3. Staff</b>										
1. SM Grades		0.00%	10	40.00%		0.00%	15	60.00%	25	100.00%
2. PO Grades	10	5.81%	46	26.74%	1	0.58%	115	66.86%	172	100.00%
3. SO Grades	12	5.80%	42	20.29%		0.00%	153	73.91%	207	100.00%
4. Scale 4-6 Grades	64	5.87%	224	20.55%	7	0.64%	795	72.94%	1090	100.00%
5. Scale 1-3 Grades	22	11.76%	43	22.99%	2	1.07%	120	64.17%	187	100.00%
<b>3. Staff Total</b>	<b>108</b>	<b>6.42%</b>	<b>365</b>	<b>21.71%</b>	<b>10</b>	<b>0.59%</b>	<b>1198</b>	<b>71.27%</b>	<b>1681</b>	<b>100.00%</b>
<b>4. Special</b>										
Special	10	5.68%	72	40.91%	2	1.14%	92	52.27%	176	100.00%
<b>4. Special Total</b>	<b>10</b>	<b>5.68%</b>	<b>72</b>	<b>40.91%</b>	<b>2</b>	<b>1.14%</b>	<b>92</b>	<b>52.27%</b>	<b>176</b>	<b>100.00%</b>
<b>Grand Total</b>	<b>227</b>	<b>5.21%</b>	<b>849</b>	<b>19.47%</b>	<b>27</b>	<b>0.62%</b>	<b>3257</b>	<b>74.70%</b>	<b>4360</b>	<b>100.00%</b>

### Police Officers, PCSOs, Police Staff & Specials by age

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

NB. This data is headcount and includes therefore part time / job share posts. Data as at 31<sup>st</sup> December 2023

	Under 26 Headcount	%	26-40 Headcount	%	41-55 Headcount	%	Over 55 Headcount	%	Total Headcount	Total %
<b>1. Officer</b>										
1. Chief Officers		0.00%		0.00%	2	50.00%	2	50.00%	4	100.00%
2. Chief Superintendent		0.00%	1	16.67%	4	66.67%	1	16.67%	6	100.00%
3. Superintendent		0.00%	3	11.54%	23	88.46%		0.00%	26	100.00%
4. Chief Inspector		0.00%	11	28.21%	27	69.23%	1	2.56%	39	100.00%
5. Inspector		0.00%	32	25.40%	90	71.43%	4	3.17%	126	100.00%
6. Sergeant		0.00%	142	34.98%	259	63.79%	5	1.23%	406	100.00%
7. Constable	223	12.59%	960	54.21%	561	31.68%	27	1.52%	1771	100.00%
<b>1. Officer Total</b>	<b>223</b>	<b>9.38%</b>	<b>1149</b>	<b>48.32%</b>	<b>966</b>	<b>40.62%</b>	<b>40</b>	<b>1.68%</b>	<b>2378</b>	<b>100.00%</b>
<b>2. PCSO</b>										
PCSO	8	6.40%	46	36.80%	49	39.20%	22	17.60%	125	100.00%
<b>2. PCSO Total</b>	<b>8</b>	<b>6.40%</b>	<b>46</b>	<b>36.80%</b>	<b>49</b>	<b>39.20%</b>	<b>22</b>	<b>17.60%</b>	<b>125</b>	<b>100.00%</b>
<b>3. Staff</b>										
1. SM Grades		0.00%	1	4.00%	16	64.00%	8	32.00%	25	100.00%
2. PO Grades	2	1.16%	49	28.49%	80	46.51%	41	23.84%	172	100.00%
3. SO Grades	3	1.45%	65	31.40%	86	41.55%	53	25.60%	207	100.00%
4. Scale 4-6 Grades	94	8.62%	330	30.28%	392	35.96%	274	25.14%	1090	100.00%
5. Scale 1-3 Grades	15	8.02%	31	16.58%	55	29.41%	86	45.99%	187	100.00%
<b>3. Staff Total</b>	<b>114</b>	<b>6.78%</b>	<b>476</b>	<b>28.32%</b>	<b>629</b>	<b>37.42%</b>	<b>462</b>	<b>27.48%</b>	<b>1681</b>	<b>100.00%</b>
<b>4. Special</b>										
Special	49	27.84%	75	42.61%	42	23.86%	10	5.68%	176	100.00%
<b>4. Special Total</b>	<b>49</b>	<b>27.84%</b>	<b>75</b>	<b>42.61%</b>	<b>42</b>	<b>23.86%</b>	<b>10</b>	<b>5.68%</b>	<b>176</b>	<b>100.00%</b>
<b>Grand Total</b>	<b>394</b>	<b>9.04%</b>	<b>1746</b>	<b>40.05%</b>	<b>1686</b>	<b>38.67%</b>	<b>534</b>	<b>12.25%</b>	<b>4360</b>	<b>100.00%</b>

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

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

NB. This data is headcount and includes therefore part time / job share posts. Data as at 31<sup>st</sup> December 2023

	Bisexual Headcount	%	Gay or Lesbian Headcount	%	Heterosexual / Straight Headcount	%	Other Headcount	%	Prefer not to say Headcount	%	Blank Headcount	%	Total Headcount	Total %
<b>1. Officer</b>														
1. Chief Officers		0.00%		0.00%	3	75.00%		0.00%	1	25.00%		0.00%	4	100.00%
2. Chief Superintendent		0.00%		0.00%	2	33.33%		0.00%		0.00%	4	66.67%	6	100.00%
3. Superintendent	1	3.85%		0.00%	7	26.92%		0.00%	1	3.85%	17	65.38%	26	100.00%
4. Chief Inspector		0.00%		0.00%	16	41.03%		0.00%		0.00%	23	58.97%	39	100.00%
5. Inspector	1	0.79%	4	3.17%	38	30.16%	1	0.79%	4	3.17%	78	61.90%	126	100.00%
6. Sergeant	1	0.25%	9	2.22%	97	23.89%	3	0.74%	8	1.97%	288	70.94%	406	100.00%
7. Constable	41	2.32%	64	3.61%	780	44.04%	9	0.51%	46	2.60%	831	46.92%	1771	100.00%
<b>1. Officer Total</b>	<b>44</b>	<b>1.85%</b>	<b>77</b>	<b>3.24%</b>	<b>943</b>	<b>39.66%</b>	<b>13</b>	<b>0.55%</b>	<b>60</b>	<b>2.52%</b>	<b>1241</b>	<b>52.19%</b>	<b>2378</b>	<b>100.00%</b>
<b>2. PCSO</b>														
PCSO	2	1.60%	7	5.60%	52	41.60%	1	0.80%	5	4.00%	58	46.40%	125	100.00%
<b>2. PCSO Total</b>	<b>2</b>	<b>1.60%</b>	<b>7</b>	<b>5.60%</b>	<b>52</b>	<b>41.60%</b>	<b>1</b>	<b>0.80%</b>	<b>5</b>	<b>4.00%</b>	<b>58</b>	<b>46.40%</b>	<b>125</b>	<b>100.00%</b>
<b>3. Staff</b>														
1. SM Grades		0.00%		0.00%	19	76.00%		0.00%		0.00%	6	24.00%	25	100.00%
2. PO Grades	1	0.58%	1	0.58%	93	54.07%		0.00%	9	5.23%	68	39.53%	172	100.00%
3. SO Grades	1	0.48%	3	1.45%	112	54.11%		0.00%	4	1.93%	87	42.03%	207	100.00%
4. Scale 4-6 Grades	25	2.29%	18	1.65%	571	52.39%	2	0.18%	25	2.29%	449	41.19%	1090	100.00%
5. Scale 1-3 Grades	3	1.60%	4	2.14%	98	52.41%	2	1.07%	4	2.14%	76	40.64%	187	100.00%
<b>3. Staff Total</b>	<b>30</b>	<b>1.78%</b>	<b>26</b>	<b>1.55%</b>	<b>893</b>	<b>53.12%</b>	<b>4</b>	<b>0.24%</b>	<b>42</b>	<b>2.50%</b>	<b>686</b>	<b>40.81%</b>	<b>1681</b>	<b>100.00%</b>
<b>4. Special</b>														
Special	4	2.27%	11	6.25%	111	63.07%		0.00%	6	3.41%	44	25.00%	176	100.00%
<b>4. Special Total</b>	<b>4</b>	<b>2.27%</b>	<b>11</b>	<b>6.25%</b>	<b>111</b>	<b>63.07%</b>		<b>0.00%</b>	<b>6</b>	<b>3.41%</b>	<b>44</b>	<b>25.00%</b>	<b>176</b>	<b>100.00%</b>
<b>Grand Total</b>	<b>80</b>	<b>1.83%</b>	<b>121</b>	<b>2.78%</b>	<b>1999</b>	<b>45.85%</b>	<b>18</b>	<b>0.41%</b>	<b>113</b>	<b>2.59%</b>	<b>2029</b>	<b>46.54%</b>	<b>4360</b>	<b>100.00%</b>

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

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

NB. This data is headcount and includes therefore part time / job share posts. Data as at 31<sup>st</sup> December 2023

	Any other religion and belief		Buddhist		Christian (including Church of England, Catholic, Protestant and all other Christian denominations)		Hindu		Jewish		Muslim		No Religion		Pagan		Prefer not to say		Sikh		Blank		Total Headcount	Total %
	Headcount	%	Headcount	%	Headcount	%	Headcount	%	Headcount	%	Headcount	%	Headcount	%	Headcount	%	Headcount	%	Headcount	%	Headcount	%		
<b>1. Officer</b>																								
1. Chief Officers		0.00%		0.00%	4	100.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%	4	100.00%
2. Chief Superintendent		0.00%		0.00%	5	83.33%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%		0.00%	1	16.67%	6	100.00%
3. Superintendent		0.00%		0.00%	19	73.08%		0.00%		0.00%	1	3.85%	1	3.85%		0.00%	1	3.85%		0.00%	4	15.38%	26	100.00%
4. Chief Inspector		0.00%		0.00%	25	64.10%		0.00%		0.00%	1	2.56%	9	23.08%		0.00%	1	2.56%		0.00%	3	7.69%	39	100.00%
5. Inspector	1	0.79%		0.00%	71	56.35%		0.00%	1	0.79%	1	0.79%	29	23.02%		0.00%	4	3.17%		0.00%	19	15.08%	126	100.00%
6. Sergeant	1	0.25%	2	0.49%	220	54.19%		0.00%		0.00%	1	0.25%	88	21.67%		0.00%	7	1.72%		0.00%	87	21.43%	406	100.00%
7. Constable	9	0.51%	4	0.23%	799	45.12%	1	0.06%		0.00%	8	0.45%	671	37.89%	1	0.06%	25	1.41%	2	0.11%	251	14.17%	1771	100.00%
<b>1. Officer Total</b>	<b>11</b>	<b>0.46%</b>	<b>6</b>	<b>0.25%</b>	<b>1143</b>	<b>48.07%</b>	<b>1</b>	<b>0.04%</b>	<b>1</b>	<b>0.04%</b>	<b>12</b>	<b>0.50%</b>	<b>798</b>	<b>33.56%</b>	<b>1</b>	<b>0.04%</b>	<b>38</b>	<b>1.60%</b>	<b>2</b>	<b>0.08%</b>	<b>365</b>	<b>15.35%</b>	<b>2378</b>	<b>100.00%</b>
<b>2. PCSO</b>																								
PCSO		0.00%	1	0.80%	56	44.80%		0.00%		0.00%		0.00%	37	29.60%		0.00%	2	1.60%		0.00%	29	23.20%	125	100.00%
<b>2. PCSO Total</b>		<b>0.00%</b>	<b>1</b>	<b>0.80%</b>	<b>56</b>	<b>44.80%</b>		<b>0.00%</b>		<b>0.00%</b>		<b>0.00%</b>	<b>37</b>	<b>29.60%</b>		<b>0.00%</b>	<b>2</b>	<b>1.60%</b>		<b>0.00%</b>	<b>29</b>	<b>23.20%</b>	<b>125</b>	<b>100.00%</b>
<b>3. Staff</b>																								
1. SM Grades		0.00%		0.00%	16	64.00%		0.00%		0.00%		0.00%	4	16.00%		0.00%		0.00%		0.00%	5	20.00%	25	100.00%
2. PO Grades	1	0.58%	1	0.58%	72	41.86%		0.00%		0.00%	1	0.58%	53	30.81%	1	0.58%	6	3.49%		0.00%	37	21.51%	172	100.00%
3. SO Grades	2	0.97%		0.00%	94	45.41%		0.00%		0.00%	1	0.48%	65	31.40%	1	0.48%	4	1.93%		0.00%	40	19.32%	207	100.00%
4. Scale 4-6 Grades	12	1.10%	3	0.28%	470	43.12%	4	0.37%	1	0.09%	4	0.37%	346	31.74%	1	0.09%	18	1.65%		0.00%	231	21.19%	1090	100.00%
5. Scale 1-3 Grades		0.00%	2	1.07%	82	43.85%		0.00%		0.00%		0.00%	51	27.27%		0.00%	2	1.07%		0.00%	50	26.74%	187	100.00%
<b>3. Staff Total</b>	<b>15</b>	<b>0.89%</b>	<b>6</b>	<b>0.36%</b>	<b>734</b>	<b>43.66%</b>	<b>4</b>	<b>0.24%</b>	<b>1</b>	<b>0.06%</b>	<b>6</b>	<b>0.36%</b>	<b>519</b>	<b>30.87%</b>	<b>3</b>	<b>0.18%</b>	<b>30</b>	<b>1.78%</b>		<b>0.00%</b>	<b>363</b>	<b>21.59%</b>	<b>1681</b>	<b>100.00%</b>
<b>4. Special</b>																								
Special	1	0.57%	1	0.57%	60	34.09%	1	0.57%		0.00%	3	1.70%	90	51.14%		0.00%	2	1.14%	1	0.57%	17	9.66%	176	100.00%
<b>4. Special Total</b>	<b>1</b>	<b>0.57%</b>	<b>1</b>	<b>0.57%</b>	<b>60</b>	<b>34.09%</b>	<b>1</b>	<b>0.57%</b>		<b>0.00%</b>	<b>3</b>	<b>1.70%</b>	<b>90</b>	<b>51.14%</b>		<b>0.00%</b>	<b>2</b>	<b>1.14%</b>	<b>1</b>	<b>0.57%</b>	<b>17</b>	<b>9.66%</b>	<b>176</b>	<b>100.00%</b>
<b>Grand Total</b>	<b>27</b>	<b>0.62%</b>	<b>14</b>	<b>0.32%</b>	<b>1993</b>	<b>45.71%</b>	<b>6</b>	<b>0.14%</b>	<b>2</b>	<b>0.05%</b>	<b>21</b>	<b>0.48%</b>	<b>1444</b>	<b>33.12%</b>	<b>4</b>	<b>0.09%</b>	<b>72</b>	<b>1.65%</b>	<b>3</b>	<b>0.07%</b>	<b>774</b>	<b>17.75%</b>	<b>4360</b>	<b>100.00%</b>

## **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 October to 31 December 2023.

### **BACKGROUND**

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

range of issues including the service provided by the police as an organisation. This will increase the number of recorded complaints.

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

## **PUBLIC COMPLAINTS AND ALLEGATIONS**

7. Between 01 October 2023 and 31 December 2023 Cheshire Police logged 63,856 incidents (a decrease of 4098) and 18,781 crimes (a decrease of 550) since last quarter. All data with regard public complaints in this period should be considered against the level of interaction the police service has with the public, which again over this latest three-month period has remained significant.

**Chart 1 Overview of complaint data 01 October 2023 and 30 December 2023 compared to same quarter in the 2022/23 period.**

<b>Measure</b>	<b>Oct – Dec 2022</b>	<b>Oct – Dec 2023</b>	<b>Direction of travel</b>
Recorded complaint cases	334	387	Increase
Schedule 3 cases	164	192	Increase
Non – Sch. 3 cases	170	195	Increase
Recorded allegations	587	618	Increase
% Allegations (Sch 3) Not acceptable/ Upheld	18%	12%	Decrease
Average days to finalise complaint cases	54.11	61.83	Increase
Appeals/Reviews received	29	34	Increase
Common allegations (top 5 Inc. % of total recorded allegations).	17% - A1 Police action following contact. 14% - A3 Information. 12% - A4. General level of service. 8% - B5 Detention in police Custody 7% - A2. Decisions.	30% - A1 Police action following contact. 11% - A3 Information. 8% - B3 Power to arrest and detain. 7% - B5. Detention in police custody. 6% - B4. Use of force & A2. Decisions.	

8. The data in the table above reflects a slight increase in overall complaint cases against the comparable period in 2022. This is not a significant increase and is still significantly less than the preceding Q2 Period in 2022, when we changed the way in which we record some complaints created directly out of SAAB / Force Control Centre. These are no longer recorded at that stage, and accounts for the decrease (over 20%), from over 500 complaint cases recorded in Q2 2022 to a sustained reduction under 400 in 2023.
9. Of the 387 recorded complaints, 195 of these (50.4%) have been handled outside of the formal requirements of schedule 3, Police Reform Act 2002, meaning such matters are being handled in a proportionate manner which is the whole ethos and intention behind the statutory reforms in 2020.
10. The number of recorded allegations has increased by 5% in this quarter against the comparable period in 2022. However, allegation numbers have decreased from Q2 of this year by 2% which is not exceptional.
11. The ratio of allegations recorded per complaint has decreased slightly from last year for Q3 from 1.8:1 to 1.6:1.
12. The average days to finalise complaints cases has increased by 14% or by 7.7 days in real terms. The most significant increases relate to those non-schedule 3 complaints sat with Local Policing Area supervision to investigate. These are taking longer than the National average and likely due to conflicting demands on response teams resulting in capacity issues.
13. The Constabulary has introduced Quarterly People Intelligence meetings with each area Command Team where the timeliness of complaint investigation and finalisation will be reviewed and actioned accordingly. There is particular focus on complaints over 3 and 6 months old where sub-judice issues are not evident. As detailed above, when we were over-recording non-schedule 3 complaints straight from SAAB, these will have had a disproportionate effect on timeliness data for periods pre-October 2022, as a large proportion will have been completed and finalised on the day.
14. Timeliness for Schedule 3 Investigations remains strong and are continue to be finalised quicker than the National average.
15. The number of reviews received has slightly increased (by 5) in this his period compared against the comparable period in 2022.
16. It is noteworthy that there has been a change in the top 5 most common allegations against the comparable period in 2022. Power to Arrest and Detain and Use of Force now feature in the top 5 allegations. This is to be expected given the forces robust response to Domestic Abuse and Violence Against Women and Girls and the resulting sustained increases in persons arrested and detained for such offences.

## Chart 2 Cheshire Police data – allegations re LPUs and departments

LPU/Department allegations	Q3 22/23	Q4 22/23	Q1 23/24	Q2 23/24	Q3 23/24
AIT	14	51	43	8	-
AIT East	-	-	-	19	14
AIT North	-	-	-	14	26

AIT West	-	-	-	12	16
ARV Firearms Alliance	4	3	2	1	2
Chester	70	48	61	75	55
CID - East	13	14	12	12	12
CID - North	1	14	12	11	10
CID - West	11	12	6	6	2
Congleton	15	21	20	35	24
Crewe	52	60	52	35	38
Criminal Justice	-	1	3	1	0
Custody	76	52	58	50	63
Ellesmere Port	19	15	28	12	25
Headquarters	48	53	59	69	51
IIT	4	1	-	-	-
Macclesfield	76	59	73	52	65
Northwich	36	54	33	32	29
Partnerships	1	0	4	0	2
Public Contact	7	21	10	25	19
PVP	-	-	-	-	8
Regional Control Centre	2	0	0	0	0
Roads and Crime	23	16	26	44	27
Runcorn	32	56	28	29	41
Rural Team	2	1	0	0	4
Warrington	68	60	73	50	62
Widnes	16	21	16	36	23
<i>Change notes:</i>					
1. <i>Please note - This table has been updated from previous reports and all data now reflects quarters from the financial year (Apr – Mar), rather than calendar year. Therefore, the data may not match that from previous meetings.</i>					
2. <i>All departments are now in alphabetical order as per the raw data report.</i>					
3. <i>Where data is not recorded, either no allegations were recorded, or the department did not exist/ has since been disbanded (e.g. AIT introduced Q3'22)</i>					

17. The above chart reflects the changes in structures with new departments such as AIT being recently created. Whilst the figures above show some variability from quarter to quarter, with most departments are showing an overall long-term trend of decrease in complaints from Q3 2022/2023 (with the exception of CID – North, HQ Departments, Public contact, and the Congleton, Ellesmere Port, Widnes LPU's). The complaint managers have not identified any particular exceptions or trends in these teams or the complaints received at an individual, team or organisational level outside of the Forces stance on Arrest and responses to Domestic Abuse and Violence against Women and Girls.

18. Through the monthly Professional Standards Department (PSD) 'tasking and coordination' process, complaints at a local policing unit and departmental level are scrutinised and those officers with the highest volume of complaints or where patterns emerge, are subject to scrutiny and liaison with local managers to ensure appropriate understanding and intervention where necessary. People intelligence briefings are being undertaken quarterly with local policing unit commanders / department heads and the Head / Deputy Head of PSD to discuss local issues.

## APPEALS / REVIEWS

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 subject to a referral to the IOPC) being considered by the IOPC.

**Chart 3 Number of appeals / reviews received and upheld**

01.10.23 – 31.12.23	Number of Reviews Received	Number of Reviews Upheld
Local Review	25 (23)	4 (2)
IOPC Review	9 (6)	1 (3)
Total	34 (29)	5 (5)

*\*The number in brackets is from Q3 2022*

20. Chart 3 shows the breakdown of reviews managed by the OPCC and IOPC and compared to the same period last year. The variances are not significant whilst there has been a slight increase in those upheld locally, this is against a slight increase in reviews received.
21. The volume and outcome of appeals / reviews receives scrutiny between the Force and the IOPC during periodic oversight meetings. The OPCC review officer will bring any patterns to the attention of the Head of PSD. For Q3 only 1 review was upheld so again there is no discernible patterns identified for this period or generally.
22. Chart 4 shows the number of 'reviews' currently outstanding with both the IOPC and the OPCC. There is a 47% increase in those sat with OPCC but significant decrease of 58% in those sat with IOPC. IOPC have actively been working on their backlogs to reduce the volumes awaiting determination.

**Chart 4 Number of reviews outstanding**

Reviews outstanding (as at 31/12/2023)	September 2023	December 2023
With OPCC	17	25
With IOPC	19	8

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

**RECOMMENDED:**

(1) The report be received

Mark Roberts

CHIEF CONSTABLE

Contact Officer: Superintendent Simon Parsonage , Head of Professional Standards

email: [Simon.Parsonage@cheshire.police.uk](mailto:Simon.Parsonage@cheshire.police.uk)