SCRUTINY BOARD Public



DATE	Thursday	/ 27 th Janua	ry 2022
------	----------	--------------------------	---------

TIME 13:00

VENUE Conference Room 5, Office of the Police & Crime Commissioner, Clemonds Hey,

Oakmere Road, Winsford, CW7 2UA & MS Teams

Age	enda	Page
1	TO NOTE THE MINUTES FROM THE 24th NOVEMBER 2021 MEETING	2
2	REVIEW ACTION LOG	5
3	POLICE & CRIME PLAN: SUMMARY PERFORMANCE REPORT	6
4	PEOPLE STRATEGY: QUARTERLY REPORT	31
5	CRIME AND POLICING PERFORMANCE MEASURES	50
6	COMPLAINTS, EMPLOYMENT TRIBUNALS AND GRIEVANCES: QUARTERLY REPORT	54

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

Conduct Matters/IOPC Referrals 40 Personal Information

7 CONDUCT MATTERS/IOPC REFERRALS

For further information about this Agenda, please contact Claire Deignan Claire.Deignan@cheshire.police.uk



NOTES OF THE SCRUTINY BOARD HELD ON 27th NOVEMBER 2021 IN OPCC CONFERENCE ROOM, CONSTABULARY HEADQUARTERS, WINSFORD.

Present: Office of the Police & Crime Commissioner

J Dwyer, Police & Crime Commissioner

D McNeilage, Deputy Police & Crime Commissioner

D Taylor, Chief Executive

C Deignan, Principal Scrutiny and Planning Officer

S Baxter, Principal Engagement Officer

Cheshire Constabulary

M Roberts, Chief Constable

U Jennings, Assistant Chief Constable

J Gill, Assistant Chief Officer

P Woods, Head of Planning and Performance

Apologies: C Hodgson

M Welsted

COMMISSIONERS OPENING COMMENTS

The Commissioner welcomed all to the meeting. This was a private meeting with no members of the public present.

1. NOTE THE MINUTES FROM THE 19TH AUGUST 2021

The minutes were noted.

2. ACTION LOG

The action log was reviewed, and all actions were closed.

3. DRAFT POLICE & CRIME PLAN: SUMMARY PERFORMANCE REPORT

The Chief Constable was invited by the Commissioner to comment on the overall recorded crime figures. The Chief Constable explained that overall acquisitive crime had reduced but the Constabulary were recording more harm crimes. ACC Jennings said officers and staff are due to receive specialist training in identifying child neglect and therefore anticipated in the coming months an increase in reporting.

Problem-solving policing is being used to tackle anti-social behaviour which is driving down offences. Cheshire are recording more stalking offences than other similar forces but as Cheshire is a leading force in this area officers are identifying incidents, often as a secondary crime.

The increases in violence against the person and theft from person offences were due to the easing of Covid19 restrictions and the opening of the night-time economy. This has also impacted on hate crime reporting.

The Commissioner asked what the Constabulary were doing to protect children from Child Sexual Abuse (CSA). The Chief Constable explained this is a crime that presents in many different forms, and as such the Constabulary were investing in digital capability to address the offences that are committed online.

2

Action: PW to establish if CSA offences in the pack include online offences.

The Chief Executive asked if the third sector and commissioned services had the capacity to deal with the increase in arrests and diversionary outcomes that were issued as a consequence. In order to understand this, the Chief Constable suggested that the arrest rate be extrapolated to give an indication of demand on these services.

Action: PW to extrapolate the arrest rate to give indicative data to assess demand on the third sector and commissioned services, in advance of the LCJB.

The Commissioner asked for an explanation of why rape offences were increasing and asked for reassurance that work was being done to give positive outcomes for victims. ACC Jennings said a rape profile exercise had been done to understand the extent of the problem and the Constabulary were working through the findings.

Whilst working through the pack, the Commissioner suggested that presenting just 12 months of recorded crime and solved rates together would be more user friendly.

Action: PW – Amend the pack to include just twelve months data and be presented alongside the solved rates.

ACC Jennings said domestic abuse offences make up a large amount of demand on the Constabulary and there has been a focus on ensuring any outstanding offenders were dealt with. She was pleased to report the arrest rate for domestic abuse offences has increased as well as the doubling of Domestic Violence Protection Notices.

The Commissioner said he wanted to see improvements in solved rates for burglary. Despite performing well against other forces the Chief Constable agreed more needed to be done. Crime recording rules mean shed breaks are classified as a domestic burglary and this is inflating the figures. However, the Chief Constable said that these crimes should still be addressed as a small number of criminals can commit a large amount of offences.

Action - UJ to understand if CSI attend all domestic burglaries.

The Commissioner said he had committed to delivering safer roads and was pleased to see good performance against the 'fatal 5'.

3. PEOPLE STRATEGY: QUARTERLY REPORT

The Chief Constable confirmed recruitment was on track to meet the target of recruiting 2345 police officers, which included transferees from other forces.

The Commissioner asked why there are only 81% of live accounts on the learning hub.

Action: JG to investigate and report back at the next meeting.

4. COMPLAINTS

The report was noted.

NOTES OF PART 2 OF THE SCRUTINY BOARD HELD ON 19th AUGUST 2021 IN CONFERENCE ROOM 7, CONSTABULARY HEADQUARTERS, WINSFORD.

PRIVATE ITEMS

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

nem Section	
Notes and actions from previous meetings (31) Law Enforcen Notes from level 2 meeting held on 3 rd March 2021 (31) Law Enforcen Conduct Matters and IOPC Referrals (40) Personal Info	nent

5.	NOTE THE MINUTES FROM THE 3 MARCH 2021
	The minutes were noted.
6.	CONDUCT MATTERS AND IOPC REFERRALS
	The report was noted.

Public Scrutiny Board - Action log 2021/22 - Part One

Meeting Date	Action Number	Action	Assigned to	Status	Update / Briefing
27/01/2021	PSB/21/004	Establish if CSA offences in the pack include online offences.	PW - Constabulary	Open	
27/01/2021	IPSB/21/005	Extrapolate the arrest rate to give indicative data to assess demand on the third sector and commissioned services, in advance of the LCJB.	PW - Constabulary	Open	
27/01/2021	PSB/21/006	Amend the pack to include just twelve months data and be presented alongside the solved rates.	PW - Constabulary	Open	
27/01/2021	PSB/21/007	Understand if CSI attend all domestic burglaries.	UJ - Constabulary	Open	
27/10/2021	PSB/21/008	Investigate the uptake of the Learning Hub and report back at the next meeting.	JG - Constabulary	Open	





DATA CAVEATS

The following caveats need to be considered when reviewing the data contained within this report.

CRIME DATA:

The data in the following report represents records that have an Owning Agency of 'Cheshire Constabulary' only.

The date period(s) referenced are based on the date an occurrence was entered (recorded) on Niche, not the date it was committed or reported.

Crime volumes and calculated % solved rates are representative of information held on the source system on the date that reports were ran - volumes are therefore subject to change in line with updates made to the source system.

Report Run Date: 14th January 2022

Reports used to generate the data included in this report have been run with an ACL (Access Control Level) of 0 – any records with an ACL applied will not appear in the data.

Force totals include occurrences linked to a Motorway or Unknown locations, Out Of Force occurrences are excluded.

INCIDENT DATA:

The date period(s) referenced represent the date an incident was entered (recorded) on SAAB.

Reports used to generate the data included in this report will not show Restricted SAAB Incidents.

COMPARATIVE DATA:

MSG comparison data is sourced from Fusion (previously IQuanta) and is subject to Conditions of Use.

MSG data relating to Solved outcomes relates to Charge/Summons comparative data.

OTHER DATA CAVEATS:

If there are caveats specific to the data set in question, these have been referenced throughout the report.

MOST SIMILAR FAMILY (MSF)

CHESHIRE CONSTABULARY'S MOST SIMILAR GROUP (MSG) – ONE OF 8 FORCES

- Northamptonshire
- Derbyshire
- Staffordshire
- Wiltshire
- Devon & Cornwall
- Avon & Somerset
- Suffolk

CONTENTS

INCIDENTS:

ASB Incidents

Grade 1 Attendance

Grade 2 Attendance

CRIME:

All Crime and % All Crime Solved

Violence Against the Person Offences (VAP) and % VAP Solved

Robbery Offences and % Robbery Offences Solved

Rape Offences and % Rape Offences Solved

Sexual Offences and % Sexual Offences Solved

Child Sexual Abuse (CSA) and % CSA Offences Solved

Domestic Abuse Offences and % Domestic Abuse Offences Solved

Stalking Offences and % Stalking Offences Solved

Harassment Offences and % Harassment Offences Solved

Hate Offences and % Hate Offences Solved

Theft From the Person Offences and % Theft From the Person Offences Solved

Burglary Offences and % Burglary Offences Solved

Vehicle Offences and % Vehicle Offences Solved

Stop Search and Stop Search Arrests

KSIS AND ENFORCEMENT:

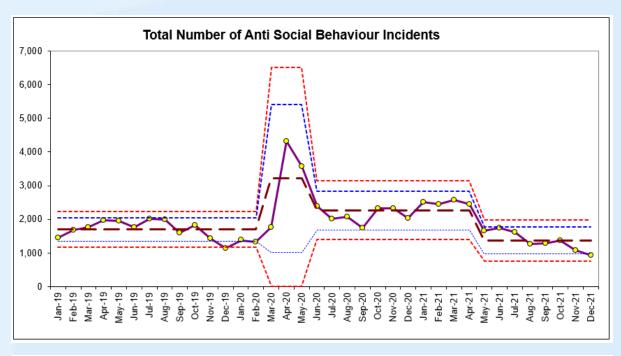
KSI Collisions

Drink Drive Arrests and Drug Drive Arrests

Traffic Offence Reports – Speed, Devices and Seatbelt

INCIDENTS:

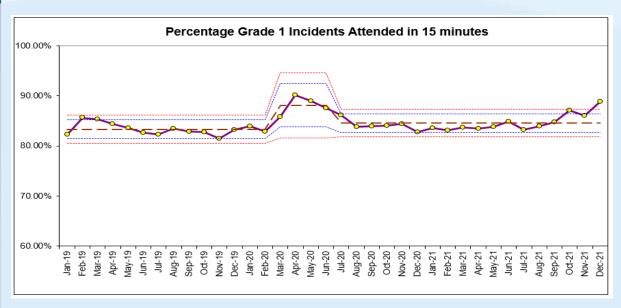
ASB Incidents



	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
Total number of Anti Social Behaviour Incidents	January - December 2021	22,819	20,943	-9.0%	April - December 2021	22,819	13,420	-70.0%	NA

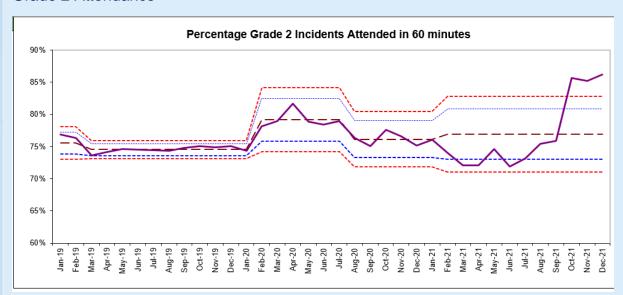
INCIDENTS:

Grade 1 Attendance



	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
Percentage of Grade 1 incidents attended within 15 minutes	January - December 2021	85.3%	84.8%	-0.46%	April - December 2021	85.6%	85.1%	-0.50%	NA

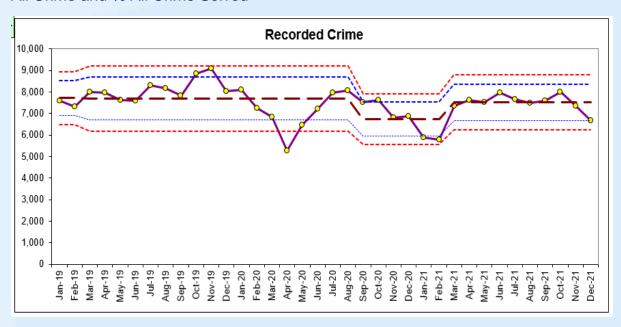
Grade 2 Attendance



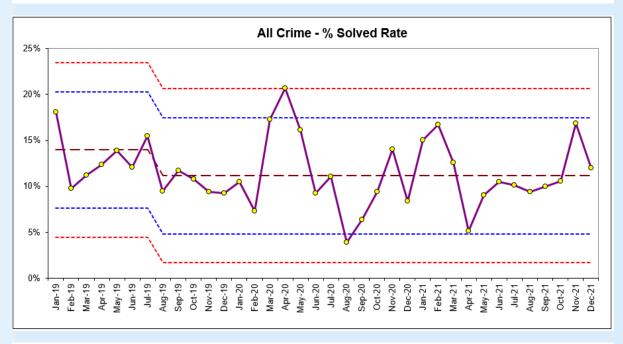
	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
Percentage of Grade 2 incidents attended within 60 minutes	January - December 2021	77.6%	76.9%	-0.7%	April - December 2021	77.7%	78%	0.10%	NA

CRIME:

All Crime and % All Crime Solved

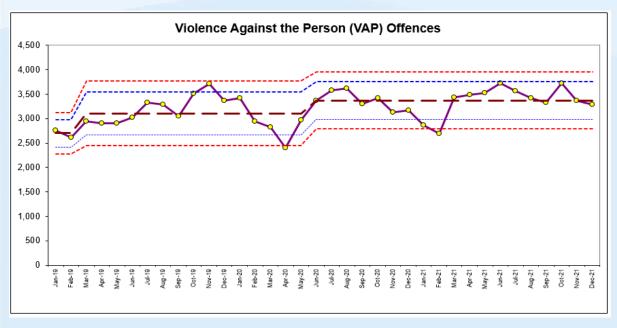


	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG
 number of ded Crimes	January - December 2021	86,049	86,795	0.9%	April - December 2021	63,850	67,806	5.8%	8 out of 8 (Highest)

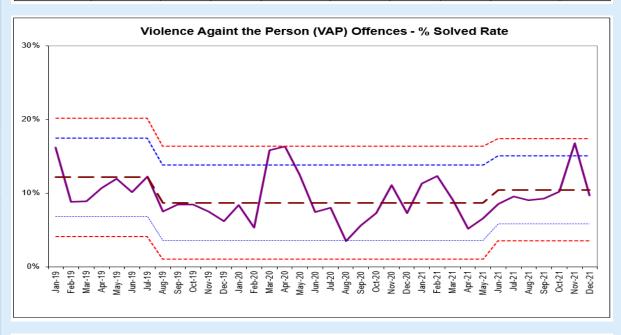


	Rolling 12 month period	Last Year	1	PP Change This Year Compared to Last Year	Vear to Date	Last Year		PP Change This Year Compared to Last Year	MSG Position
Crime Solved Rate	January - December 2021	10.8%	11.3%	0.5%	April - December 2021	10.5%	10.4%	-0.2%	3 out of 8 (3rd Highest)

Violence Against the Person Offences (VAP) and % VAP Solved

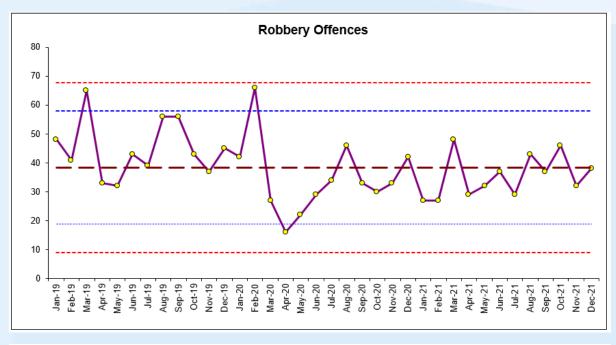


	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
Total number of Violence Against The Person Crimes	January - December 2021	38,131	40,406	5.6%	April - December 2021	28946	31414	7.9%	8 out of 8 (Highest)

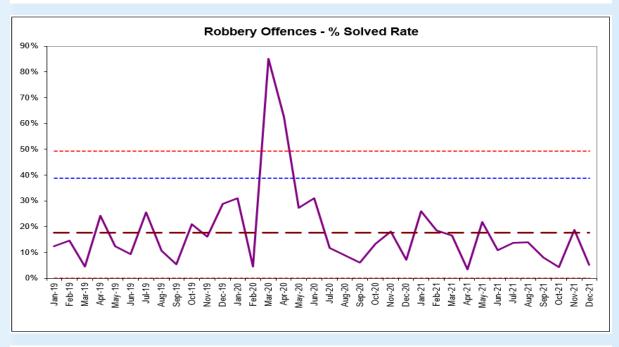


	Rolling 12 month period	Last Year		PP Change This Year Compared to Last Year	Year to Date	Last Year		PP Change This Year Compared to Last Year	MSG
VAP Offences Solved Rate	January - December 2021	8.7%	9.7%	1.0%	April - December 2021	8.4%	9.4%	1.0%	2 out of 8 (2nd Highest)

Robbery Offences and % Robbery Offences Solved

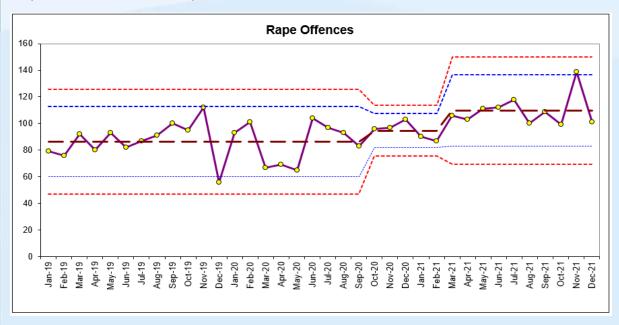


	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Vear to	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
Total number of Robbery Offences	January - December 2021	420	425	1.2%	April - December 2021	285	323	11.8%	3 out of 8 (4th Highest)

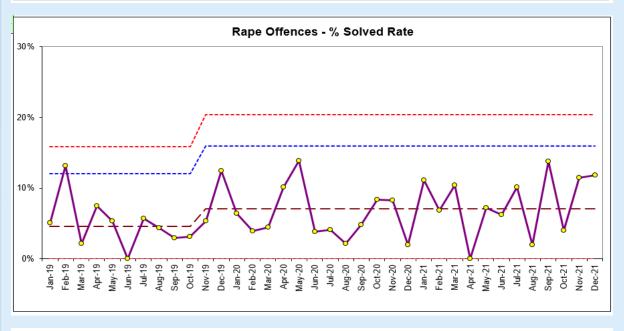


	Rolling 12 month period	Last Year		PP Change This Year Compared to Last Year	Year to Date	Last Year		PP Change This Year Compared to Last Year	MSG I
Robbery Offences Solved Rate	January - December 2021	19.8%	12.9%	-6.8%	April - December 2021	15.4%	10.8%	-4.6%	3 out of 8 (3rd Highest

Rape Offences and % Rape Offences Solved

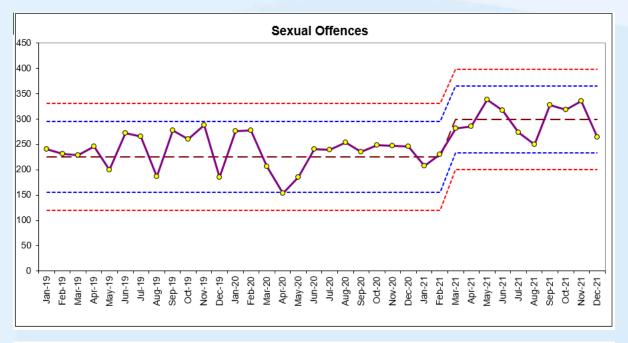


	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
Total number of Rape Offences	January - December 2021	1,068	1,275	16.2%	April - December 2021	807	992	18.6%	6 out of 8 (3rd Highest)

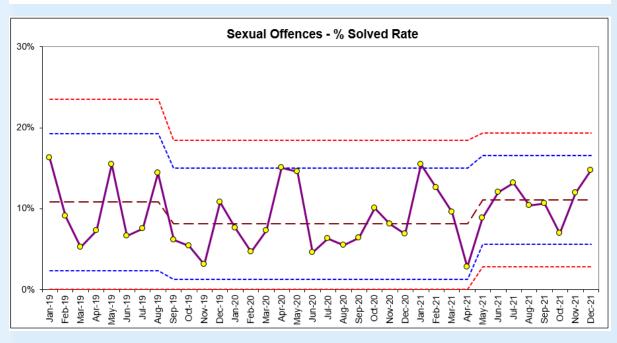


	Rolling 12 month period	Last Year		PP Change This Year Compared to Last Year	Vear to Date	Last Year		PP Change This Year Compared to Last Year	MSG
Rape Offences Solved Rate	January - December 2021	5.7%	8.1%	2.37%	April - December 2021	5.9%	7.7%	1.7%	1 out of 8 (Highest)

Sexual Offences and % Sexual Offences Solved

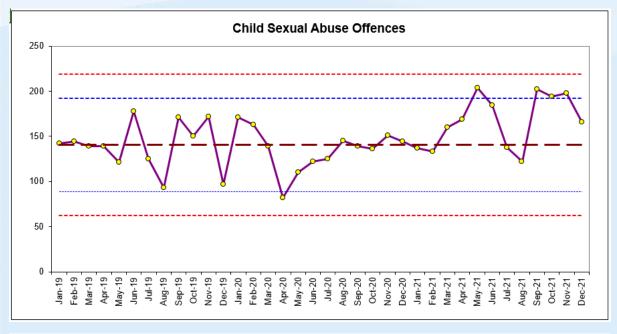


	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date	Last Year	This Year	% Change This Year Compared to Last Year	MSG
Total number of Sexual Offences		2,808	3,429	18.1%	April - December 2021	2048	2710	24.4%	6 out of 8 (3rd Highest)

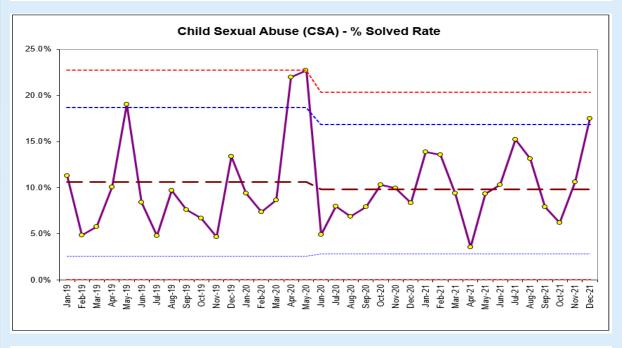


	Rolling 12 month period	Last Year		PP Change This Year Compared to Last Year	Vear to Date	Last Year		PP Change This Year Compared to Last Year	MSG
Sexual Offences Solved Rate	January - December 2021	7.7%	10.6%	2.9%	April - December 2021	8.2%	10.1%	2.0%	1 out of 8 (Highest)

Child Sexual Abuse (CSA) and % CSA Offences Solved

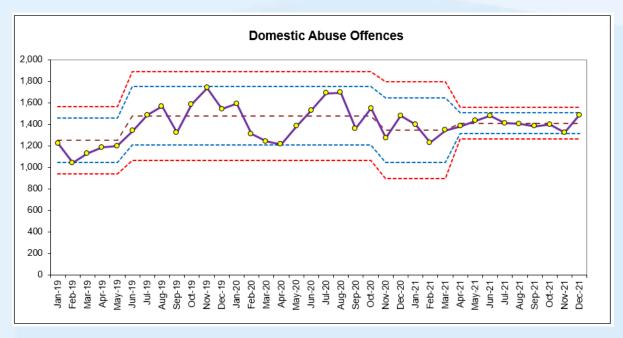


	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
Total number of CSA Offences	January - December 2021	1,627	2,007	18.9%	April - December 2021	1154	1,577	26.8%	NA

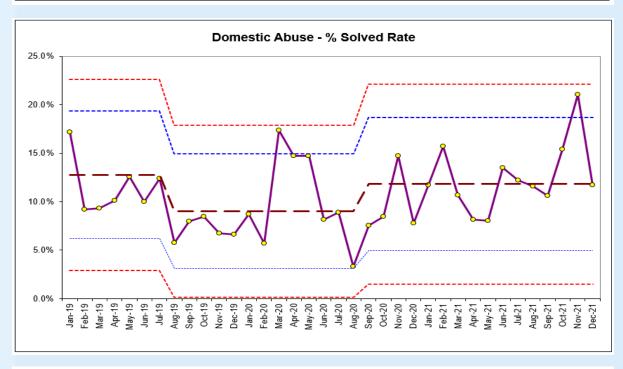


	Rolling 12 month period	Last Year		PP Change This Year Compared to Last Year	Vear to Date	Last Year		PP Change This Year Compared to Last Year	MSG
CSA Offences Solved Rate	January - December 2021	9.9%	10.5%	0.6%	April - December 2021	10.5%	10.1%	-0.4%	NA

Domestic Abuse Offences and % Domestic Abuse Offences Solved



	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year		Last Year	This Year	% Change This Year Compared to Last Year	
Total number of Domestic Abuse Offences	January - December 2021	17,317	16,651	-4.0%	April - December 2021	13164	12,688	-4%	NA

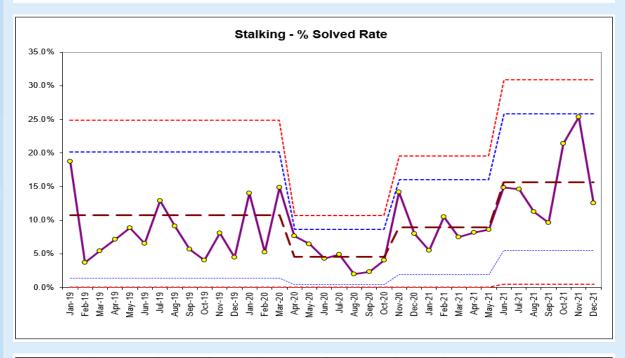


	Rolling 12 month period	Last Year	l	PP Change This Year Compared to Last Year	Year to Date	Last Year		PP Change This Year Compared to Last Year	MSG
DA Offences Solved Rate	January - December 2021	9.7%	12.5%	2.8%	April - December 2021	9.5%	12.4%	2.9%	NA

Stalking Offences and % Stalking Offences Solved

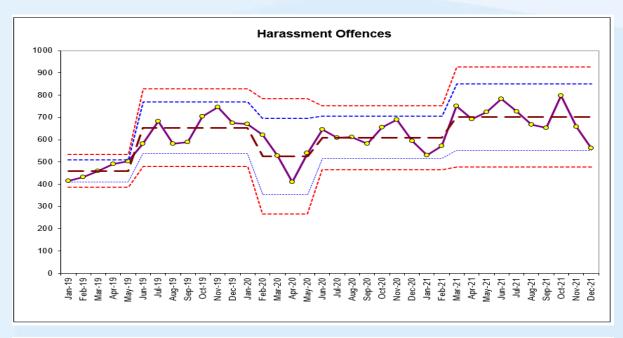


	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Vear to Date	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
otal number of alking Offences	January - December 2021	2,280	2,517	9.4%	April - December 2021	2,011	1,877	-7.1%	8 out of 8 (Highest)

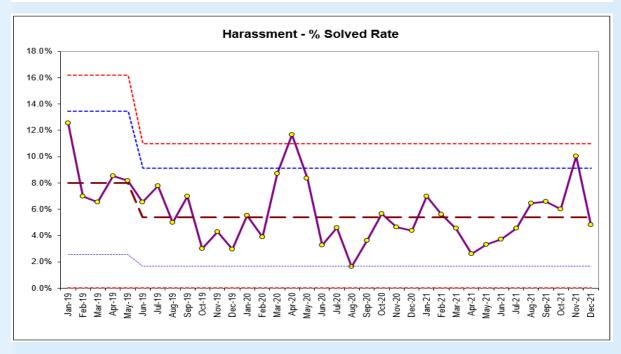


	Rolling 12 month period	Last Year	l	PP Change This Year Compared to Last Year	Vear to Date	Last Year		PP Change This Year Compared to Last Year	MSG
Stalking Offences Solved Rate	January - December 2021	6.3%	12.4%	6.1%	April - December 2021	5.6%	14.0%	8.3%	3 out 8 (3rd Highest)

Harassment Offences and % Harassment Offences Solved

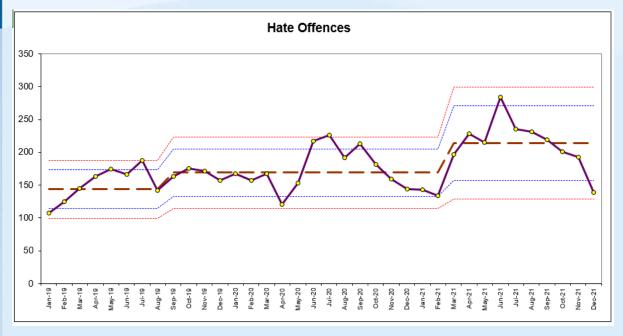


	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date	Last Year	This Year	% Change This Year Compared to Last Year	MSG
Total number of Harassment Offences	January - December 2021	7,157	8,117	11.8%	April - December 2021	5,338	6,266	14.8%	8 out of 8 (Highest)

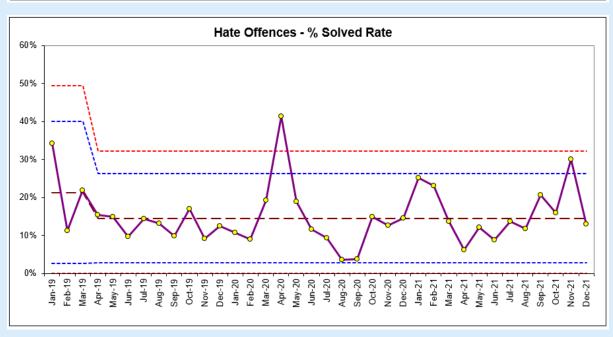


	Rolling 12 month period	Last Year		PP Change This Year Compared to Last Year	Year to Date	Last Year		PP Change This Year Compared to Last Year	M SG
Harassment Offences Solved Rate	January - December 2021	5.2%	5.3%	0.1%	April - December 2021	5.0%	5.3%	0.3%	3 out 8 (3rd Highest)

Hate Offences and % Hate Offences Solved



	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Vear to Date	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
Total number of Hate Offences	January - December 2021	2,098	2,419	13.3%	April - December 2021	1607	1,945	17.4%	NA

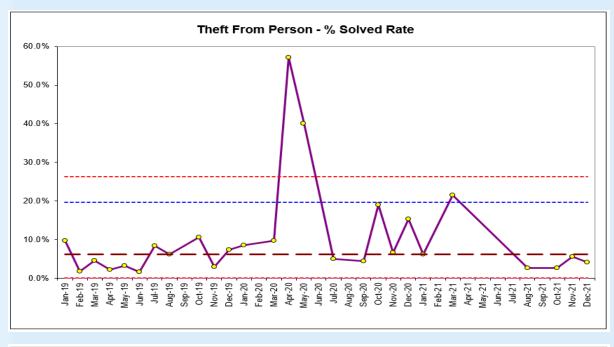


	Rolling 12 month period	Last Year	l .	PP Change This Year Compared to Last Year	Vear to Date	Last Year		PP Change This Year Cd apared to Last Year	MSG
Hate Offences Solved Rate	January - December 2021	13.0%	15.3%	2.4%	April - December 2021	12.9%	14.2%	1.3%	NA

Theft From the Person Offences and % Theft From the Person Offences Solved

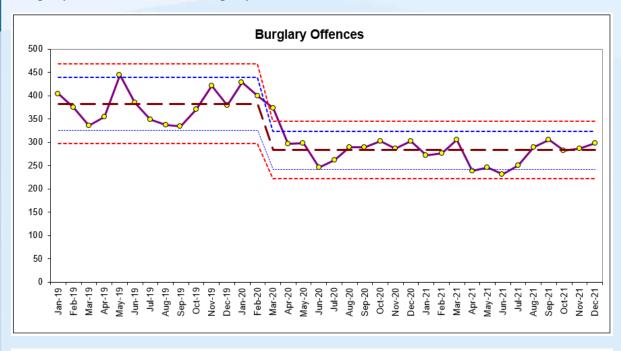


	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
Total number of Theft from the Person Offences	January - December 2021	242	288	16.0%	April - December 2021	133	243	45.3%	3 out of 8 (3rd Lowest)

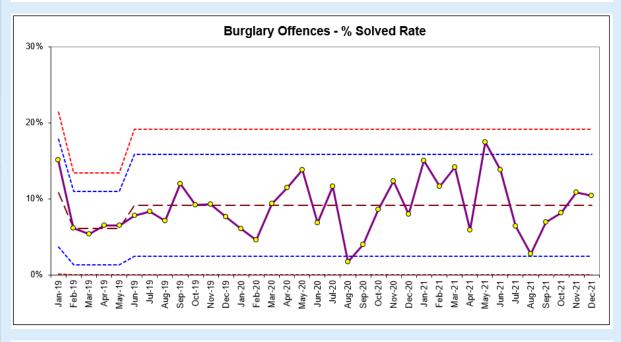


	Rolling 12 month period	Last Year	I	PP Change This Year Compared to Last Year	Year to Date	Last Year		PP Change This Year Compared to Last Year	M SG
TFP Offences Solved Rate	January - December 2021	8.7%	2.8%	-5.9%	April - December 2021	11.3%	1.6%	-9.6%	3 out 8 (3rd Highest)

Burglary Offences and % Burglary Offences Solved

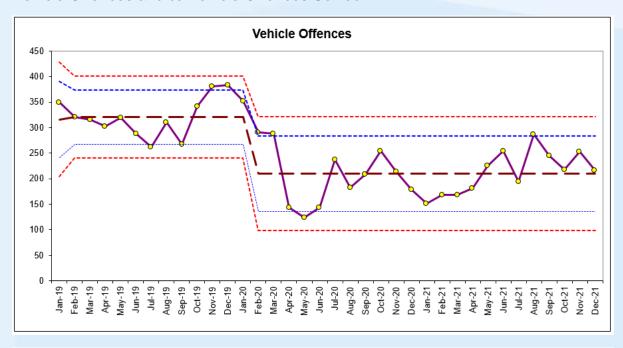


	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
Total number of Burglary Crimes	January - December 2021	3,773	3,282	-15.0%	April - December 2021	2,573	2,428	-6%	5 out of 8 (4th Highest)

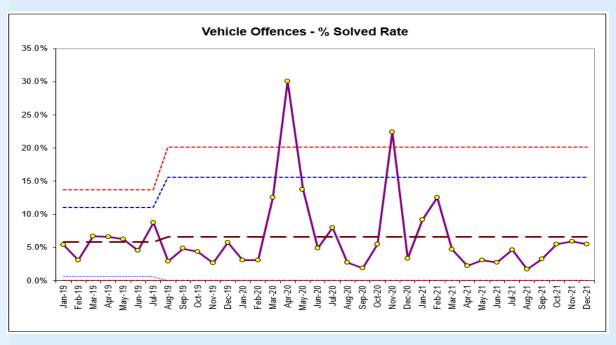


	Rolling 12 month period	Last Year		PP Change This Year Compared to Last Year	Vear to Date	Last Year		PP Change This Year Compared to Last Year	MSG
Burglary Offences Solved Rate	January - December 2021	8.1%	10.2%	2.1%	April - December 2021	8.8%	9.0%	0.2%	1 out of 8 (Highest)

Vehicle Offences and % Vehicle Offences Solved

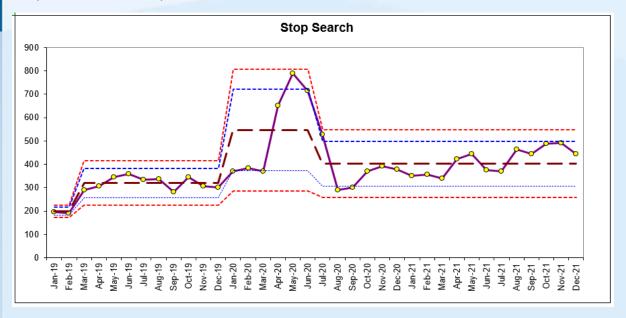


	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
mber of Offences	January - December 2021	2,618	2,565	-2.1%	April - December 2021	1687	2076	18.7%	2 out of 8 (2nd Lowest)

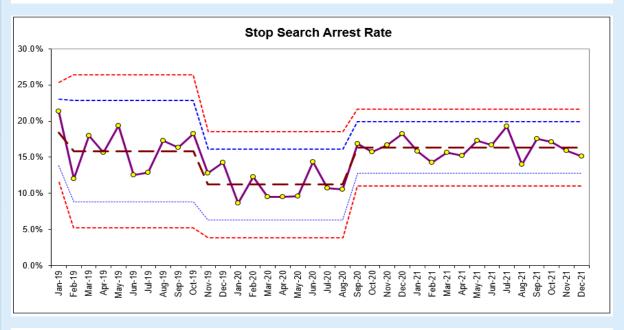


	Rolling 12 months	Last Year		PP Change This Year Compared to Last Year		Last Year	l	PP Change This Year Compared to Last Year	MSG
Vehicle Offences Solved Rate	January - December 2021	8.4%	4.8%	-3.6%	April - December 2021	9.7%	3.8%	-5.9%	5 out of 8 (4th Lowest)

Stop Search and Stop Search Arrests



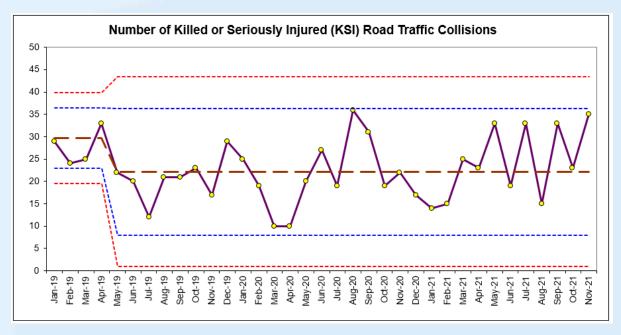
	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
otal number of Stop Searches	January - December 2021	5,539	4,995	-10.9%	April - December 2021	4,415	3,948	-11.8%	NA



	Rolling 12 month period	Last Year	1	PP Change This Year Compared to Last Year		Last Year	l	PP Change This Year Compared to Last Year	MSG Position
Stop Search Arrest Rate	January - December 2021	13	16	3.0%	April - December 2021	14	16	2.0%	NA

KSIs:

KSI Collisions

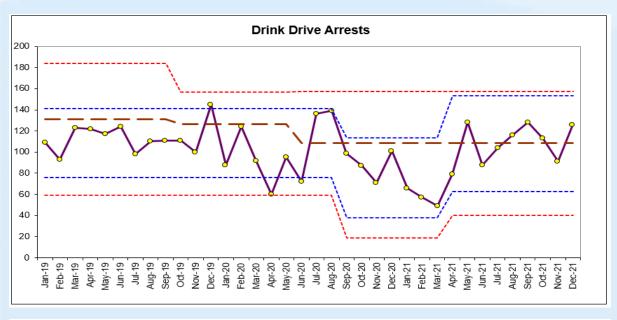


	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
Total number of Killed or Seriously Injured RTCs	December 2020 - November 2021	267	285	6.3%	April - November 2021	184	214	14.0%	NA

Data Note: Injury classifications can alter up to 30 days after a collision, and as such, KSI data is reported one month behind.

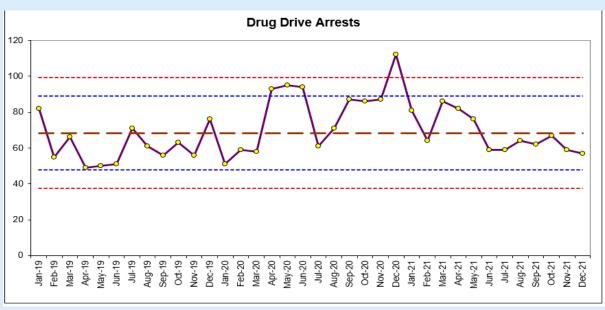
ENFORCEMENT:

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
Total number of drink drive arrests	January - December 2021	1,164	1,145	-1.7%	April - December 2021	860	973	11.6%	NA

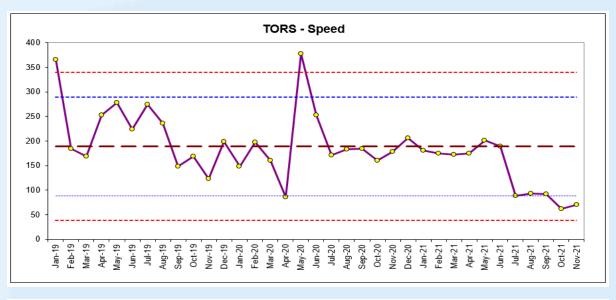
Drug Drive Arrests



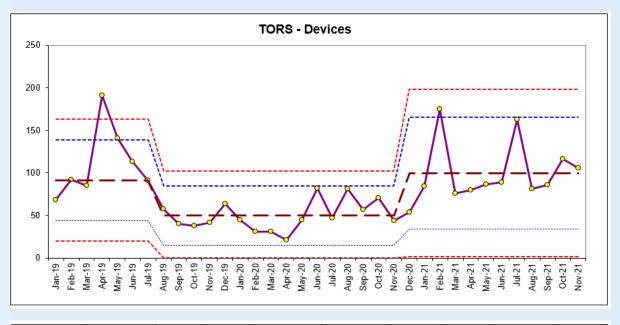
	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
Total number of drug drive arrests	January - December 2021	954	816	-16.9%	April - December 2021	786	585	-34.4%	NA

ENFORCEMENT:

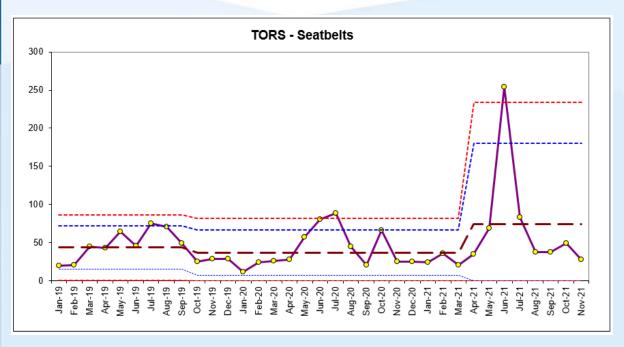
Traffic Offence Reports - Speed, Devices and Seatbelt



	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Vear to Date	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
Total number of TORs for Speed		2,301	1,706	-34.9%	April - November 2021	1,595	971	-64.3%	NA



	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
Total number of TORs for Devices		619	1,197	48.3%	April - November 2021	448	808	44.6%	NA



	Rolling 12 month period	Last Year	This Year	% Change This Year Compared to Last Year	Year to Date period	Last Year	This Year	% Change This Year Compared to Last Year	MSG Position
Total number of TORs for Seatbelts	December 2020 - November 2021	503	700	28.1%	April - November 2021	412	594	30.6%	NA

PUBLIC SCRUTINY BOARD

JANUARY 2022

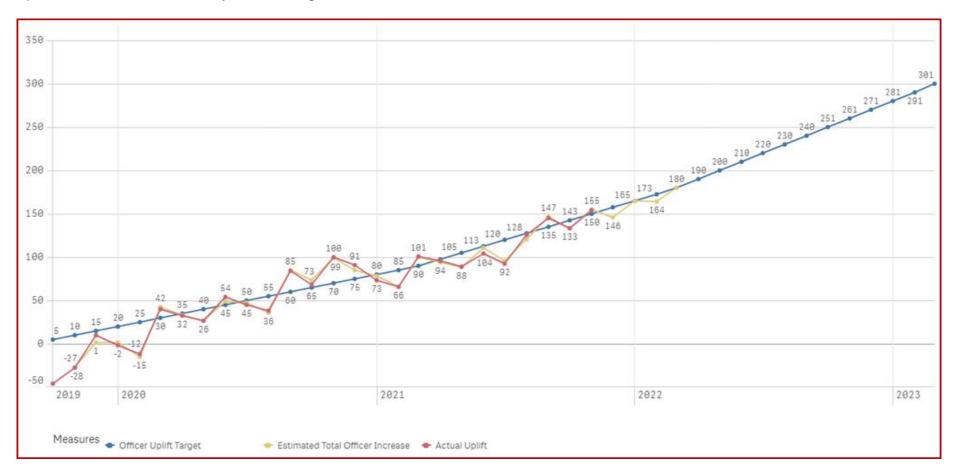
CHESHIRE CONSTABULARY PEOPLE SERVICES PERFORMANCE REPORT

QUARTER 3 SEPTEMBER 2021 – DECEMBER 2021

WORKFORCE CAPACITY

Police Officer Recruitment - Uplift Glidepath

As part of the Police Officer Uplift Programme the force closel monitors Officer recruitment. The following shows the glidepath to the additional 301 officers required to achieve our commitment. The latest return currently has Cheshire registered as Amber in terms of its progress with numbers -1 against predictions. Since completion the force have already had an additional intake of transferees which as put for the force in line with year end targets.



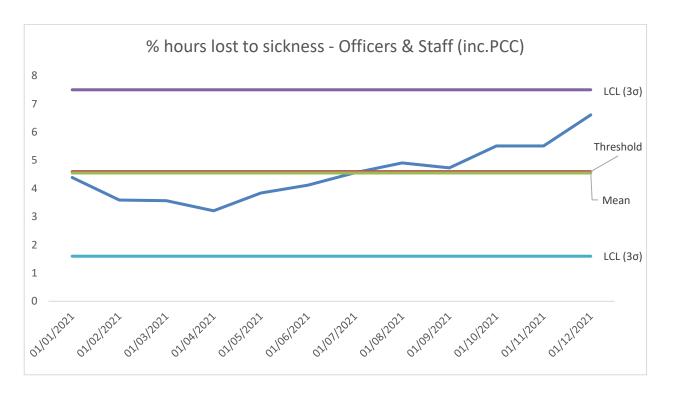
Force Control Centre Recruitment Glidepath



Close scrutiny is in place in relation to the Forces Control Operators with a double intake of recruits achieved in November 2021. Further intakes in January and March 2022 will ensure the force are ahead of achieving its uplift as part of the budget plans for 22/23. The pipeline of applicants remains strong with a further 96 candidates progressing.

WELLBEING AND ENGAGEMENT

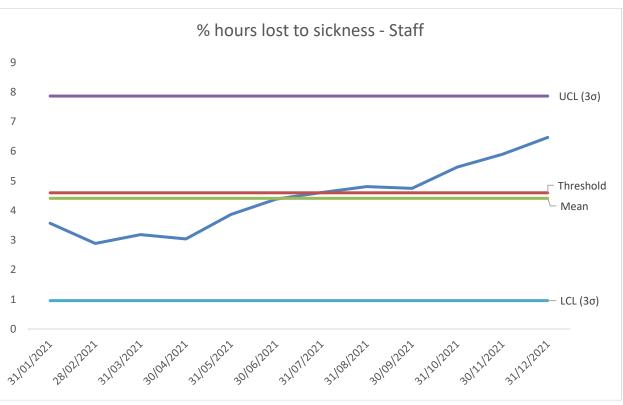
% hour	% hours lost due to sickness												
	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sep 21	Oct 21	Nov 21	Dec 21	Total
Officers	4.98 %	4.09 %	3.86 %	3.33 %	3.81 %	3.92 %	4.52 %	4.98 %	4.72 %	5.53 %	5.23 %	6.71 %	4.65 %
Staff	3.57 %	2.89 %	3.19 %	3.04 %	3.87 %	4.39 %	4.61 %	4.81 %	4.75 %	5.47 %	5.9 %	6.47 %	4.43 %
Officers and Staff	4.39 %	3.59 %	3.57 %	3.21 %	3.84 %	4.12 %	4.56 %	4.91 %	4.73 %	5.51 %	5.51 %	6.61 %	4.56 %



Covid related absence and other seasonal illnesses have significantly contributed to the overall increase in sickness absence for both Police Officers and Police Staff.

Anxiety/Depression/Stress remains as a top 3 cause of absence for both Police Officers and Police Staff. HR are working in partnership with Managers and the Police Federation/Unison to review all of these absence cases to ensure that appropriate support is in place to assist recovery and facilitate a return to work where appropriate.





Breakdown of sickness cases as at 31st December 21

Long term – 29 days +	77 cases
Medium Term – 8 – 28 days	49 cases
Short Term – 1 – 7 days	173 cases

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

	Reason 1	Days	Reason 2	Days	Reason 3	Days
October	Anxiety / Stress /	1181	Pandemic	685 days	Minor Illness	654 days
	Depression / other	days				
November	Anxiety / Stress / Depression / other	1357 days	Pandemic	736 days	Minor Illness	593 days
December	Pandemic	1576 days	Anxiety / Stress / Depression / other	1274 days	Minor Illness	578 days

Officers only

	Reason 1	Days	Reason 2	Days	Reason 3	Days
October	Anxiety / Stress / Depression / other	833 days	Pandemic	396 days	Minor Illness	234 days
November	Anxiety / Stress / Depression / other	892 days	Pandemic	308 days	Minor Illness	185 days
December	Pandemic	908 days	Anxiety / Stress / Depression / other	777 days	Minor Illness	220 days

Staff only

	Reason 1	Days	Reason 2	Days	Reason 3	Days
October	Minor Illness	420 days	Anxiety / Stress / Depression / other	348 days	Pandemic	289 days
November	Anxiety / Stress / Depression / other	465 days	Pandemic	428 days	Minor Illness	408 days
December	Pandemic	668 days	Anxiety / Stress / Depression / other	497 days	Minor Illness	358 days

Medical retirements 2021

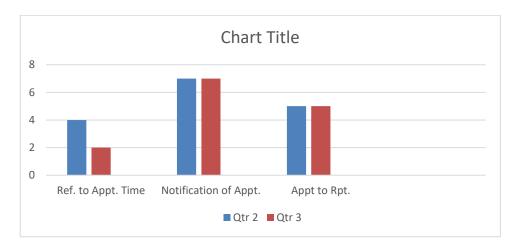
	Officer	Staff
January	4	
February	1	
March	0	
April	0	
May	1	
June	0	
July	1	
August		1
September	1	
October	2	
November	0	
December	1	

The Constabulary budget for 15 III Health Retirements for Police Officers. We are currently under budget with a further potential 3 IHR cases in process prior to the end of the financial year.

Overview of Staff Referral Rates

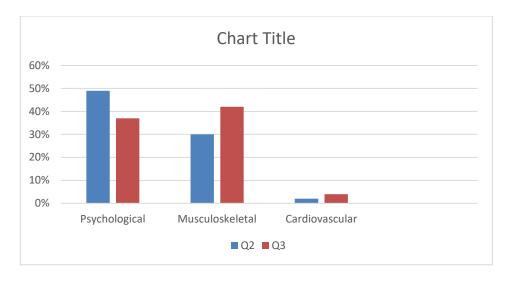
This report outlines referral rates and the reasons for referral for Quarter 3 for the Constabulary's Occupational Health provider HealthWork, EAP provider Health Assured, North Staffs Mind and NWPBF. The purpose of the report is to highlight if there has been an increase in medical and psychological referrals and to highlight any trends identified

Occupational Health Provision – HealthWork



Referral to notification time has reduced from 4 days in Q2 to 2 days in Q3 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 remains the same as Q2 at 5 days against the KPI 4 days. HealthWork have recruited additional clinical staff in order to meet the required KPI.

Top 3 referrals by medical condition show a decrease in psychological referrals and an increase in musculoskeletal and cardiovascular cases:

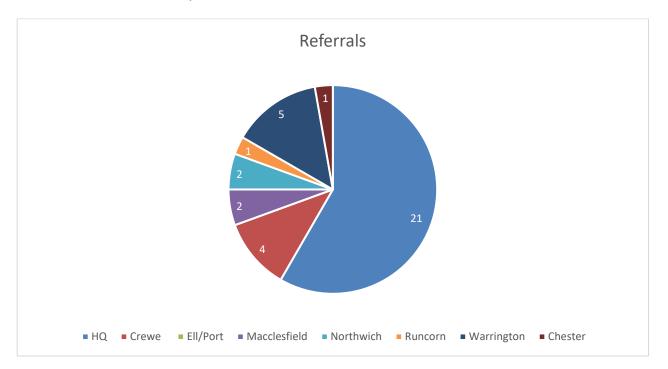


Counselling referrals have increased from 24 in Q2 to 43 in Q3. In addition, 90 Consultative Support sessions took place during Q3.

There were 6 DNA's for consultative support and 7 DNA's for counselling appointments during Q3 a review of reason and how to reduce DNA's in the future is underway.

North Staffordshire MIND

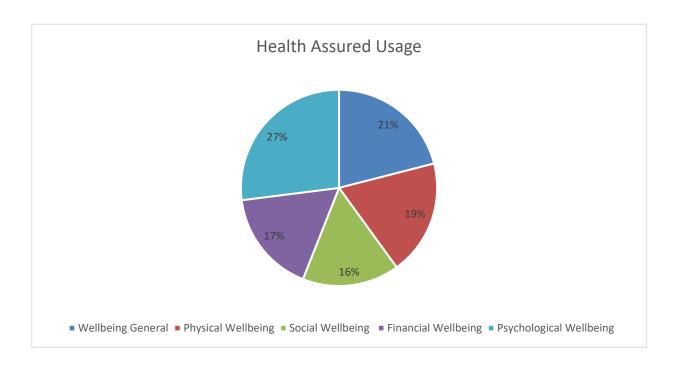
There has been a decrease in referrals from 39 referrals in Q2 to 36 referrals in Q3. The number of referrals per area in Q3 are detailed below:



The highest presenting condition reported in Q3 related to anxiety followed by depression. During Q3 290 counselling sessions were booked and 224 attended. 44 were cancelled by the individual and there were 22 DNA's.

Health Assured – Employee Assistance Programme

The usage in Q3 was 18% lower than Q2. It is felt that this is due to people working from home during covid-19 and also individuals being on leave during the festive period. Psychological wellbeing remains the highest area where support has been accessed.



Traumatic Incident Stress Management (TISM) Report

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 date 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.

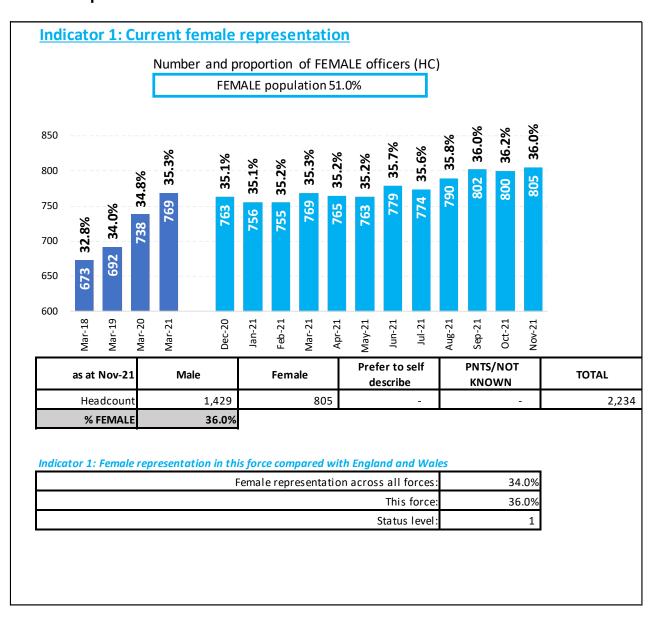
The report covers Q2 and Q3 TISM referrals and follow-ups.

Date TISM Requested	Date TISM Held	LPU/ Department	Incident Type	HR Follow-up Week 1	Follow-up Comments	HR Follow-up Week 4 Contact	Follow-up Comments	HR Follow-up 6 months Contact
25/10/2021	05/11/2021	Crewe	Sanitised meeting 2	12/11/2021	Staff engaged really well with the TISM and using statergies to help cope with flashbacks	05/12/2021	No issues raised - doing well	05/05/2022
16/11/2021	16/11/2021	Crewe	Sanitised meeting 3	22/11/2021	The person involved engaged really well with the TISM and is using statergies to help cope with flashbacks	16/12/2021	no further action needed	16/05/2022
12/10/2021	12-Oct-21	Crewe	SUDIC	19/10/2021	TISM well received - officers were really supportive of each other	12/11/2021	the person involved unfortunately attended a similar incident a short period after this TISM but is doing well besides that	12/04/2022
15/12/2021	15/12/2021	E/Port	Fatal RTC	21/12/2021	All were really engaging and clearly had impact upon emotions and thoughts	15/01/2022		15/06/2022

Diversity, Equality & Inclusion

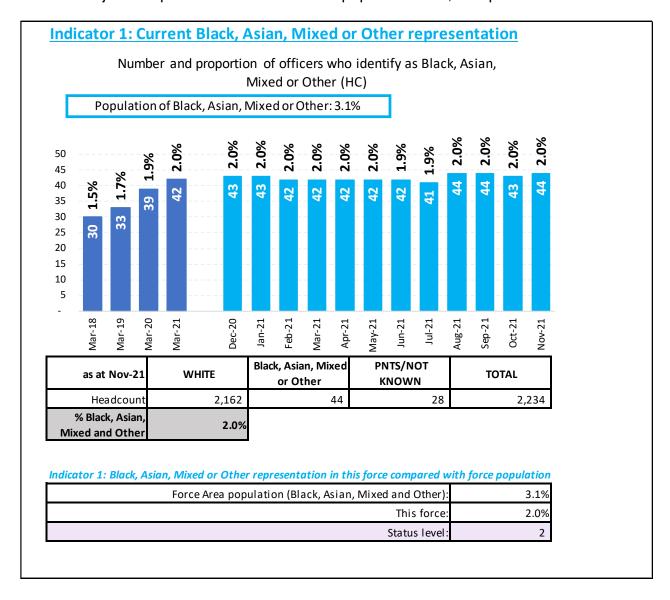
As part of the Police Uplift Programme, the Constabulary submit monthly data returns including Diversty data. The following shows progress in respect of female representation. Cheshire are currently classified as Status level 1: This level means that the representation of females within this force is greater than the overall England and Wales rate.

Female Representation



Ethnicity Representation

The following shows progress in respect of ethnicity representation. Cheshire are currently classified as Status level 2: Status level 2: This means that the Black, Asian, Mixed or Other joiner representation is below the population rate, but quite close.



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 31st December 2021.

		Asiar	ı	Black	(Mixe	ed	Not Known/Pro	ovided	Othe	r	Whi	te		
Employee Type	Grade	Headcount	%	Headcount	%	Headcount	%	Headcount	%	Headcount	%	Headcount	%	Headcount	%
1. Officer	1. Chief Officers					1	16.67%					5	83.33%	6	100.00%
1. Officer	2. Chief Superintendent											5	100.00%	5	100.00%
1. Officer	3. Superintendent											19	100.00%	19	100.00%
1. Officer	4. Chief Inspector	1	3.03%					1	3.03%			31	93.94%	33	100.00%
1. Officer	5. Inspector			1	0.95%	2	1.90%	3	2.86%			99	94.29%	105	100.00%
1. Officer	6. Sergeant	2	0.56%	1	0.28%	3	0.84%	3	0.84%			347	97.47%	356	100.00%
1. Officer	7.Constable	13	0.76%	3	0.17%	15	0.87%	23	1.34%	2	0.12%	1663	96.74%	1719	100.00%
1. Officer T	otal	16	0.71%	5	0.22%	21	0.94%	30	1.34%	2	0.09%	2169	96.70%	2243	100.00%
2.PCSO	PCSO	1	0.57%			2	1.14%	2	1.14%			170	97.14%	175	100.00%
2.PCSO Tot	tal	1	0.57%			2	1.14%	2	1.14%			170	97.14%	175	100.00%
3. Staff	1. SM Grades							1	4.00%			24	96.00%	25	100.00%
3. Staff	2. PO Grades	1	0.57%			1	0.57%	6	3.41%			168	95.45%	176	100.00%
3. Staff	3. SO Grades			1	0.59%	2	1.18%	3	1.78%	1	0.59%	162	95.86%	169	100.00%
3. Staff	4. Scales 4-6	2	0.22%	6	0.67%	3	0.34%	27	3.02%			857	95.75%	895	100.00%
3. Staff	5. Scales 1-3			2	0.48%	3	0.72%	12	2.88%			400	95.92%	417	100.00%
3. Staff Tot	tal	3	0.18%	9	0.54%	9	0.54%	49	2.91%	1	0.06%	1611	95.78%	1682	100.00%
4.Special	Special	2	0.97%	2	0.97%			4	1.94%			198	96.12%	206	100.00%
4.Special To	otal	2	0.97%	2	0.97%			4	1.94%			198	96.12%	206	100.00%
Grand Tota	al	22	0.51%	16	0.37%	32	0.74%	85	1.97%	3	0.07%	4148	96.33%	4306	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 31st December 2021

		Fema	ile	Mal	e		%
Employee Type	Grade	Headcount	%	Headcount	%	Headcount	%
1. Officer	1. Chief Officers	2	33.33%	4	66.67%	6	100.00%
1. Officer	2. Chief Superintendent	2	40.00%	3	60.00%	5	100.00%
1. Officer	3. Superintendent	7	36.84%	12	63.16%	19	100.00%
1. Officer	4. Chief Inspector	13	39.39%	20	60.61%	33	100.00%
1. Officer	5. Inspector	32	30.48%	73	69.52%	105	100.00%
1. Officer	6. Sergeant	78	21.91%	278	78.09%	356	100.00%
1. Officer	7.Constable	674	39.21%	1045	60.79%	1719	100.00%
1. Officer Total		808	36.02%	1435	63.98%	2243	100.00%
2.PCSO	PCSO	87	49.71%	88	50.29%	175	100.00%
2.PCSO Total		87	49.71%	88	50.29%	175	100.00%
3. Staff	1. SM Grades	11	44.00%	14	56.00%	25	100.00%
3. Staff	2. PO Grades	107	60.80%	69	39.20%	176	100.00%
3. Staff	3. SO Grades	101	59.76%	68	40.24%	169	100.00%
3. Staff	4. Scales 4-6	592	66.15%	303	33.85%	895	100.00%
3. Staff	5. Scales 1-3	314	75.30%	103	24.70%	417	100.00%
3. Staff Total		1125	66.88%	557	33.12%	1682	100.00%
4.Special	Special	53	25.73%	153	74.27%	206	100.00%
4.Special Total		53	25.73%	153	74.27%	206	100.00%
Grand Total		2073	48.14%	2233	51.86%	4306	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 31st December 2021...

		No	,	Yes			۰,
Person Type	Grade	Headcount	%	Headcount	%	Headcount	%
1. Officer	1. Chief Officers	6	100.00%			6	100.00%
1. Officer	2. Chief Superintendent	5	100.00%			5	100.00%
1. Officer	3. Superintendent	15	78.95%	4	21.05%	19	100.00%
1. Officer	4. Chief Inspector	28	84.85%	5	15.15%	33	100.00%
1. Officer	5. Inspector	85	80.95%	20	19.05%	105	100.00%
1. Officer	6. Sergeant	327	91.85%	29	8.15%	356	100.00%
1. Officer	7.Constable	1642	95.52%	77	4.48%	1719	100.00%
1. Officer Tota	ıl	2108	93.98%	135	6.02%	2243	100.00%
2.PCSO	PCSO	167	95.43%	8	4.57%	175	100.00%
2.PCSO Total		167	95.43%	8	4.57%	175	100.00%
3. Staff	1. SM Grades	23	92.00%	2	8.00%	25	100.00%
3. Staff	2. PO Grades	149	84.66%	27	15.34%	176	100.00%
3. Staff	3. SO Grades	142	84.02%	27	15.98%	169	100.00%
3. Staff	4. Scales 4-6	794	88.72%	101	11.28%	895	100.00%
3. Staff	5. Scales 1-3	374	89.69%	43	10.31%	417	100.00%
3. Staff Total		1482	0.88109	200	11.89%	1682	100.00%
4.Special	pecial Special		97.57%	5	2.43%	206	100.00%
4.Special Tota	I	201	97.57%	5	2.43%	206	100.00%
Grand Total		3958	91.92%	348	8.08%	4306	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 31st December 2021.

		25 and L	Inder	26 to	40	41 to	55	56 and	Over		
Employee Type	Grade	Headcount	%								
1. Officer	1. Chief Officers					5	83.33%	1	16.67%	6	100.00%
1. Officer	2. Chief Superintendent					4	80.00%	1	20.00%	5	100.00%
1. Officer	3. Superintendent			1	5.26%	18	94.74%			19	100.00%
1. Officer	4. Chief Inspector			6	18.18%	27	81.82%			33	100.00%
1. Officer	5. Inspector			27	25.71%	76	72.38%	2	1.90%	105	100.00%
1. Officer	6. Sergeant			116	32.58%	236	66.29%	4	1.12%	356	100.00%
1. Officer	7.Constable	196	11.40%	903	52.53%	596	34.67%	24	1.40%	1719	100.00%
1. Officer T	otal	196	8.74%	1053	46.95%	962	42.89%	32	1.43%	2243	100.00%
2.PCSO	PCSO	23	13.14%	70	40.00%	61	34.86%	21	12.00%	175	100.00%
2.PCSO Tot	al	23	13.14%	70	40.00%	61	34.86%	21	12.00%	175	100.00%
3. Staff	1. SM Grades			1	4.00%	15	60.00%	9	36.00%	25	100.00%
3. Staff	2. PO Grades			46	26.14%	93	52.84%	37	21.02%	176	100.00%
3. Staff	3. SO Grades	4	2.37%	56	33.14%	77	45.56%	32	18.93%	169	100.00%
3. Staff	4. Scales 4-6	59	6.59%	286	31.96%	352	39.33%	198	22.12%	895	100.00%
3. Staff	5. Scales 1-3	67	16.07%	93	22.30%	129	30.94%	128	30.70%	417	100.00%
3. Staff Tot	al	130	7.73%	482	28.66%	666	39.60%	404	24.02%	1682	100.00%
4.Special	Special	54	26.21%	103	50.00%	40	19.42%	9	4.37%	206	100.00%
4.Special To	otal	54	26.21%	103	50.00%	40	19.42%	9	4.37%	206	100.00%
Grand Tota	1	403	9.36%	1708	39.67%	1729	40.15%	466	10.82%	4306	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 31st December 2021.

		Bisexu	al	Gay/Lesl	oian	Heteros	exual	Not Kn	own	Prefer Not	To Say		
Person Type	Grade	Headcount	%	Headcount	%	Headcount	%	Headcount	%	Headcount	%	Headcount	%
1. Officer	1. Chief Officers					1	16.67%	5	83.33%			6	100.00%
1. Officer	2. Chief Superintendent					3	60.00%	2	40.00%			5	100.00%
1. Officer	3. Superintendent					10	52.63%	8	42.11%	1	5.26%	19	100.00%
1. Officer	4. Chief Inspector			1	3.03%	16	48.48%	15	45.45%	1	3.03%	33	100.00%
1. Officer	5. Inspector	1	0.95%	4	3.81%	56	53.33%	36	34.29%	8	7.62%	105	100.00%
1. Officer	6. Sergeant			2	0.56%	139	39.04%	196	55.06%	19	5.34%	356	100.00%
1. Officer	7.Constable	14	0.81%	28	1.63%	552	32.11%	1075	62.54%	50	2.91%	1719	100.00%
1. Officer	Total	15	0.67%	35	1.56%	777	34.64%	1337	59.61%	79	3.52%	2243	100.00%
2.PCSO	PCSO	1	0.57%	2	1.14%	67	38.29%	99	56.57%	6	3.43%	175	100.00%
2.PCSO To	otal	1	0.57%	2	1.14%	67	38.29%	99	56.57%	6	3.43%	175	100.00%
3. Staff	1. SM Grades			1	4.00%	11	44.00%	13	52.00%			25	100.00%
3. Staff	2. PO Grades	1	0.57%			70	39.77%	99	56.25%	6	3.41%	176	100.00%
3. Staff	3. SO Grades	1	0.59%	3	1.78%	77	45.56%	81	47.93%	7	4.14%	169	100.00%
3. Staff	4. Scales 4-6	6	0.67%	5	0.56%	351	39.22%	505	56.42%	28	3.13%	895	100.00%
3. Staff	5. Scales 1-3	1	0.24%	4	0.96%	106	25.42%	300	71.94%	6	1.44%	417	100.00%
3. Staff To	otal	9	0.54%	13	0.77%	615	36.56%	998	59.33%	47	2.79%	1682	100.00%
4.Special	Special	1	0.49%	3	1.46%	59	28.64%	143	69.42%			206	100.00%
4.Special 1	Total	1	0.49%	3	1.46%	59	28.64%	143	69.42%			206	100.00%
Grand Tot	tal	26	0.60%	53	1.23%	1518	35.25%	2577	59.85%	132	3.07%	4306	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 31st December 2021.

		Any other	religion	Buddl	nist	Christ	tian	Hind	u	Jewis	h	Musli	m	No Rel	igion	Not Knov provi		Prefer not	to Say	Sikh	ı	Headco	%
Person Type	Grade	Headcoun t	%	Headcoun t	%	Headcoun t	%	Headcoun t	%	Headcoun t	%	Headcoun t	%	Headcoun t	%	Headcoun t	%	Headcoun t	%	Headcoun t	%	unt	76
1. Officer	1. Chief Officers					4	66.67%							1	16.67%	1	16.67%					6	100.00 %
1. Officer	2. Chief Superinte ndent					5	100.00%															5	100.00 %
1. Officer	3. Superinte ndent					16	84.21%									3	15.79%					19	100.00
1. Officer	4. Chief Inspector					22	66.67%							4	12.12%	7	21.21%					33	100.00 %
1. Officer	5. Inspector					61	58.10%			1	0.95%			20	19.05%	21	20.00%	2	1.90%			105	100.00 %
1. Officer	6. Sergeant	1	0.28%	1	0.28%	204	57.30%					2	0.56%	71	19.94%	74	20.79%	3	0.84%			356	100.00 %
1. Officer	7.Constabl e	8	0.47%	3	0.17%	825	47.99%					8	0.47%	514	29.90%	345	20.07%	15	0.87%	1	0.06%	1719	100.00 %
1. Officer Tota		9	0.40%	4	0.18%	1137	50.69%			1	0.04%	10	0.45%	610	27.20%	451	20.11%	20	0.89%	1	0.04%	2243	100.00 %
2.PCSO	PCSO					73	41.71%	1	0.57%					56	32.00%	41	23.43%	4	2.29%			175	100.00 %
2.PCSO Total						73	41.71%	1	0.57%					56	32.00%	41	23.43%	4	2.29%			175	100.00 %
3. Staff	1. SM Grades					14	56.00%							4	16.00%	7	28.00%					25	100.00 %
3. Staff	2. PO Grades	2	1.14%	2	1.14%	79	44.89%	1	0.57%			1	0.57%	33	18.75%	54	30.68%	4	2.27%			176	100.00 %
3. Staff	3. SO Grades	3	1.78%			64	37.87%					1	0.59%	49	28.99%	50	29.59%	2	1.18%			169	100.00 %
3. Staff	4. Scales 4-6	9	1.01%	1	0.11%	340	37.99%					3	0.34%	216	24.13%	315	35.20%	11	1.23%			895	100.00 %
3. Staff	5. Scales 1-3	2	0.48%	1	0.24%	158	37.89%					1	0.24%	121	29.02%	132	31.65%	2	0.48%			417	100.00 %
3. Staff Total		16	0.95%	4	0.24%	655	38.94%	1	0.06%			6	0.36%	423	25.15%	558	33.17%	19	1.13%			1682	100.00 %
4.Special	Special	1	0.49%	1	0.49%	66	32.04%	1	0.49%			1	0.49%	91	44.17%	42	20.39%	3	1.46%			206	100.00 %
4.Special Total		1	0.49%	1	0.49%	66	32.04%	1	0.49%			1	0.49%	91	44.17%	42	20.39%	3	1.46%			206	100.00 %
Grand Total		26	0.60%	9	0.21%	1931	44.84%	3	0.07%	1	0.02%	17	0.39%	1180	27.40%	1092	25.36%	46	1.07%	1	0.02%	4306	100.00 %

Police and Crime Measures – Quarterly Statement

Measure: Re	duce Murder and other homicide
Recorded crime levels	For the 12 months to the end of December 2021 the Constabulary has recorded 5 homicides, lower than for the same period in 2020 (9) and in 2019 (10). Following an increase in homicides during 2018/19 the 2020 and 2021 is a return to the average homicide levels over a relatively consistent 10 year period.
Force Response	Major Investigation Team (MIT) resourcing has been increased in terms of officers and staff to ensure investigative response to homicides does not detrimentally impact upon area detective resources. MIT now has a dedicated Detective Superintendent with this post and the additional resources into MIT being retained. MIT specialist investigative resources are also providing support to area investigation resources via a focused initiative – "MIT Assist". This initiative ensures the specialist MIT skills are able to influence investigations locally, relieves some pressure on area based investigative teams and ensures MIT investigators retain knowledge and experience of non-homicide investigations. The existing Homicide Reduction Strategy is also being refreshed. The new strategy will focus on homicide data in Cheshire, regionally and nationally but more importantly will consider a broader data set to inform preventative actions. This broader data set will include "near miss" offending and "pre-cursor" offences that have the potential to progress to future homicides. This approach will enable the strategy to have a truly preventative focus and is entirely consistent with the recently (January 2022) communicated direction from the National Homicide Working Group.
Ongoing Foc	
	Homicide Reduction Strategy and how this relates to Domestic Abuse and Violence and Intimidation Against Women and Girls is a big part of the ongoing focus of MIT. In addition, development of specialist skills in MIT and the distillation of these specialist skills into area investigation teams will take place. Suspect interviewing and court presentation of complex, multi-media evidence are just two areas of focus.

Measure: Ro	educe Serious Violence
Measure: D	isrupt drugs supply and county lines
Recorded	For the 12 months ending December 2021 the Constabulary recorded 85 offences
crime	involving the discharge of a firearm* which is similar to the same period in 2020
levels	(84) and 2019 (88)
	*this includes weapons covered by the Firearms Act(s) which includes air weapons, paint ball guns and toy guns
	For the 12 months ending December 2021 the Constabulary recorded 336 knife
	crime offences which is a 13% reduction on the same period in 2020 and similar
	(349) to 2019.
Force	Clear direction across all departments from Strategic and Tactical leads for
Response	Firearms, Knife Crime and in particular Serious & Organised Crime (SOC) – including
	County Lines Drug dealing encapsulates the force response to serious violence.
	Firearm and Knife enabled offending is often associated with SOC, with extreme
	violence being used to further advance criminal enterprises such as drug dealing.
	Enhanced understanding and threat scoring of Organised Crime Groups (OCGs) and
	County Lines drug dealers have enabled greater focus of Level 2 proactive
	departments on the highest harm offenders. In addition, focusing on the
	vulnerability associated with County Lines has enabled early interventions in
	relation to new teams operating in Cheshire – thus reducing disputes between rival

dealers. Enhanced governance is also now in place locally and at a force level regarding our identification, assessment of the harm caused and operational tasking in relation to OCGs and County Lines drug dealers. The management of this serious criminality has tangible governance from the local neighbourhood level, through area, force and regional level to ensure appropriate dedicated and specialist resources address the Organised Criminals causing the most harm to communities.

Ongoing Focus

Focus will continue as described above with further investment into additional analytical and research resources focusing on OCGs and County Lines drug markets. In addition, the further development of our alignment with regional and national best practice in relation to the management of OCGs across the 4 P's (Pursue, Prevent, Protect, Prepare) continues with the North West Regional Organised Crime Unit (NWROCU), with particular enhanced focus on Prevent, Protect and Prepare.

Measure: Reduce neighbourhood crime Recorded For the 12 months ending December 2021 the force recorded 6087 overall 'neighbourhood' crimes, this is a 9% reduction on the same period ending 2020 and crime levels a 33% reduction on the same period ending 2019. All of the constituent elements of neighbourhood crime have seen large reductions over the 2 year period with Burglary down 29%, Robbery down 22%, Vehicle offences down 35% and theft from person down by 62%. **Force** Performance reducing Neighbourhood Crime by 33% in 2 years is extremely Response positive. Reductions have been achieved through effective understanding of current crime trends and problem solving with an increased focus on prevention. Reductions in theft from person partially related to increased social distancing due to the Covid pandemic. The constabulary currently has ongoing cross border acquisitive crime operations including Op Fierce, involving multiple tactics such as sting vehicles. The roll out of operation Shield marketing and the deterrent effect this has, is being further increased though National Neighbourhood Policing Week in January. **Ongoing Focus** The force is increasing the prevention focus on a force wide and local level; Forensic Property Marking under Operation Shield, and deterrent activity using Operation Yellow Card complements the problem solving approach the force has taken to prevent crime and deter criminality. From December 2021 all vehicle crime is owned by default by neighbourhood team leading to location focused problem solving.

Measure: Improve satisfaction among victims, with a particular focus on victims of DARecorded
crimeOverall satisfaction from domestic abuse victims surveyed is currently at 83.8%
compared to 87.2% in 2020 and 85.4% in 2019 although these changes are not
significant with confidence intervals that range from +/-5% to +/-8.

	Overall satisfaction from a sample of other crime victims surveyed (burglary, vehicle crime, hate crime and violent crime) is currently 77.6% compared to 80.8% in 2020 2019 although this change is not significant with confidence intervals ranging from +/-3% to +/-3.6%.
Force Response	ACC Welsted now has responsibility for Victims Code and satisfaction and will be working across the organisation to
	 Understand and improve compliance with the 12 rights of the victim's code Maximise the force's understanding of what victims think of the services provided
	 Develop, test and implement new ways of working to maximise victim satisfaction
	The work is intended to provide outstanding services to all victims but also to prioritise and focus on victims of domestic abuse.
	Work is also ongoing at this time to design an Area Investigation Team to reduce

focus on their investigations and service to victims.

Ongoing Focus

Design, construction and implementation of an Area Investigation team coupled with additional capability regarding suspect management and prosecution file progression are all intended to improve quality and timeliness of investigative response and therefore satisfaction.

the investigative burden on response officers and allow investigators more time to

There is ongoing work with the OPCC to review and improve the approach to seeking feedback from Domestic Abuse victims with opportunities being explored to gather feedback from a broader range of victims and to establish regular focus groups in addition to existing surveys.

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

these crime types, particularly regarding an asset recovery approach to the proceeds of crime.

Cyber breach or attacks have not been prevalent in Cheshire.

Ongoing Focus

There will remain a continued focus on improving efficiency and effectiveness with options being explored to increase the technical capability of the teams to ensure their capability matches that of offenders. Work in collaboration with the North West Regional Organised Crime Unit (NWROCU) also offers opportunity for greater proactivity via proactive covert assets.

Finally, additional resource allocation has been agreed via Priority Based Budgeting (PBB) to increase the capacity of the DMIU. Increased resources and departmental restructures will enable the DMIU to more effectively deal with the increasing demand in this area of offending, removing digital forensic examination and investigative delays during 2022.

PUBLIC SCRUTINY BOARD 10 January 2022

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 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.

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

- Those complaints not suitable to be dealt with in this way or where the
 member of the public considers a more formal process is more appropriate,
 will be subject to the framework set out in Schedule 3. Here complaints will be
 dealt with in a 'reasonable and proportionate' manner and will either be
 resolved (otherwise than by way of investigation) or more serious / complex
 cases will be subject to investigation.
- The most serious allegations will still be subject to independent investigation by the IOPC.
- The outcome of investigations will no longer be finalised as 'upheld' or 'not upheld' but will determine whether the service was 'acceptable' or 'not acceptable'. Other terminology, such as 'local resolution', 'disapplication of complaints', does not form part of the new regime.
- Cases handled in accordance with Schedule 3 have a right to 'review' where
 the member of the public is not satisfied with the outcome. 'Reviews' in the
 majority of cases will be considered by the OPCC. More serious matters or
 where the complaint has been referred to the IOPC will be 'reviewed' by the
 IOPC. The whole process of undertaking a 'review' has been streamlined and
 made less bureaucratic.
- Misconduct proceedings are now focussed on serious breaches of the Standards of Professional Behaviour with a new process being introduced (Reflective Practice Review Process) which encourages reflection and learning when mistakes and errors have been made.
- The IOPC have revised the way in which allegations are categorised, with new categories and sub-categories for complaint allegations being introduced. This, over time, should allow greater understanding of concerns raised by the public.
- 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. Up to date data published by the IOPC is not yet available for 2021 / 2022. Comparison of new data, which includes the new recording framework and allegation categories should not be undertaken with previous data (pre February 2020).

PUBLIC COMPLAINTS AND ALLEGATIONS

8. Between 01 October 2021 and 31 December 2021 Cheshire Police logged 57,063 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 October to December 2021

Measure	Oct - Dec 2020 Oct - Dec 2021		Direction of travel	
Recorded complaint cases	404 403		Decrease	
Schedule 3 cases	181	146	Decrease	
Non – Sch. 3 cases	223	257	Increase	
Recorded allegations	585	582	Decrease	
% Allegations Not acceptable/ Upheld	8%	4.4%	Decrease	
Average days to finalise complaint cases	31.40	35.19	Increase	
Appeals/Reviews received	ws 28 23 (2 Appeals, 26 reviews) (0 Appeals, 23 reviews)		Decrease	
Common allegations (top 5)	A1 – Police Action Following Contact (136) A4 – General Level of Service (75) A2 – Decisions (69) A3 – Information (44) B4 – Use of Force (29)	A1 – Police Action Following Contact (119) A4 – General Level of Service (88) A2 – Decisions (57) A3 – Information (52) B4 – Use of Force (43)		

- 9. In previous reports recorded complaints had risen considerably due to the change in the regulatory framework and recording requirements, where all 'expressions of dissatisfaction' are now recorded within Centurion. However as can be seen from this quarter this is now starting to even out in regards to total complaints, with an increase in non-schedule 3 cases. This reflects the increased recording of all 'expressions of dissatisfaction' and demonstrates how Cheshire Police have fully embraced the recording requirements of the new regulations.
- 10. Of the 403 recorded complaints 257 of these (64%) 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 maximise the opportunities to handle complaints in this way moving forward. This proportion is consistent with quarter 2.
- 11. The number of recorded allegations has decreased, which is to be expected now that the number of complaints has become even in comparison to last year as the new regulation recording standards are becoming fully embedded.
- 12. 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 1.4:1. 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.

- 13. The average days to finalise complaints cases has increased to an average of 35.19 days in the period October to December 2021 when compared to the same period in 2020. However this has decreased from 37 days in quarter 2 and is due to an increase in demand in recording. In August 2021 the Professional Standards Department introduced a 'customer service' approach to handling public complaints. Two additional members of staff have been recruited who now seek to resolve complaints directly with the public.
- 14. The number of appeals / reviews has decreased in this period (by 05) compared to 2020 and a decrease from quarter two (02) which is a positive sign for complainant satisfaction. This is an area where comparison to previous data can still be undertaken. In the period October to December 23 reviews were received, with 14 being directed to the OPCC and 09 to the IOPC. The relevant review body is determined by the nature of the complaint. Those more serious allegations are reviewed by the IOPC.
- 15. 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).
- 16. 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.
- 17. Category 'A' allegations relate to 'delivery of duties and service' and make up 54% of all allegations in this period. 20% (119) 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. 15% relate to the general level of service provided, 10% relate to operational and / or organisational decisions and 09% relate to information provided to the public or the lack of it. 07% 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	76	63	
Congleton	-	-	-	27	
Crewe	75	70	86	43	
Ellesmere Port	38	32	44	38	
Macclesfield	74	72	88	71	
Northwich	44	31	56	40	
Runcorn	33	29	25	32	
Warrington	87	113	79	96	
Widnes	26	39	27	33	
Custody	18	25	15	15	
Public Contact	36	14	27	11	
IIT	2	13	11	6	
Headquarters	75	92	93	91	
PPD	8	8	14	3	
Roads and Crime	36	19	17	9	
ARV Firearms Alliance	-	-	1	4	
Criminal Justice	-	-	1	3	

- 18. 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. Runcorn, Warrington and Widnes have all shown increases, however all others have remained stable or shown a decrease. Congleton as a new LPU is shown for the first time which will have impacted on the figures for both Macclesfield and Crewe. Chester, 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.
- 19. 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 / REVIEWS

20. 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

01.010.21 - 31.12.21	Number of Appeals Received	Number of Appeals Upheld
Local Appeal	0	0
IOPC Appeal	0	0
Total	0	0

01.010.21 - 31.12.21	Number of Reviews Received	Number of Reviews Upheld
Local Review	14	0
IOPC Review	9	0
Total	23	0

- 21. Charts 3 shows the breakdown of reviews managed by the OPCC and IOPC. 28 appeals reviews were received in the same period last year. In the current period no reviews have been upheld, which is a good barometer of the manner in which complaints are handled and resolved.
- 22. The volume and outcome of appeals / reviews receives scrutiny between the Force and the IOPC during periodic oversight meetings.
- 23. Chart 4 shows the number of 'reviews' currently outstanding with both the IOPC and the OPCC. The OPCC have cleared a number of outstanding reviews in the current period (down from 26) and this number continues to decrease over this year.

Chart 4 Number of reviews outstanding

Reviews outstanding (as at 30.06.21)	Number
With OPCC	9
With IOPC	17

EMPLOYMENT TRIBUNALS

24. There has been one case registered with the Employment Tribunal during the period 01 October to 31 December 2021.

GRIEVANCES

- 25. 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.
- 26. Between 01 October to 31 December 2021, four grievances were raised.
- 27. Chart 5 sets out the grievances raised and details of protected characteristics.

Chart 5 Grievances raised between 01 July to 30 September 2021

Date Received	Employment Status	Summary	Status	Concluded
1 November 2021	Police Officer	Police Officer has raised a grievance in relation to a promotion / posting decision	Investigation Manager assigned – grievance investigation in progress	
17 November 2021	Police Officer	Police Officer has raised a grievance in relation to a promotion / posting decision	Investigation Manager assigned – grievance investigation in progress	
19 November 2021	Police Officer	Police Staff has raised a grievance in relation to treatment by colleague & lack of management action	Investigation Manager assigned – grievance investigation in progress	
26 November 2021	Police Officer	Police Officer has raised a grievance in relation to a management decision	Investigation Manager assigned – grievance investigation in progress	

Gender			
Female	2		
Male	2		
Disability			
No	4		
Age			
41 – 55	3		
Over 55	1		
Ethnic Origin			
White British	4		
Sexual Orientation			
Heterosexual	3		
Not stated	1		
Religion / Belief			
Christian	3		
No Religion	1		

RECOMMENDED:

(1) The report be received

Mark Roberts CHIEF CONSTABLE

Contact Officer: Det Superintendent Alison Ross Tel. No.: (01606) 363315 Email: <u>Alison.Ross@cheshire.police.uk</u>