



Cambridgeshire
Police & Crime
Commissioner

PSD ALLIANCE SUB GROUP

APPROVED MINUTES

Date: 12 February 2015
Time: 11:00 – 13:00
Location: Office of Cambridgeshire Police & Crime Commissioner, Cambourne

Attendees:

Brian Ashton	Chair, Deputy Police and Crime Commissioner, Cambridgeshire Office of Police and Crime Commissioner
Mark Canning	Head of Public Complaints, Professional Standards Department
Diana Currie	Deputy Chief Executive, Hertfordshire Office of the Police and Crime Commissioner
Mark Hodgson	Head of Professional Standards Department
Nanci Hogan	Chief of Staff, Office of Bedfordshire Police and Crime Commissioner
Aly Flowers	Senior Policy Officer, Cambridgeshire Office of the Police and Crime Commissioner
Cristina Strood	Head of Policy & Performance, Cambridgeshire Office of the Police and Crime Commissioner
Howard Thackray	Policy Officer & Performance officer, Cambridgeshire Office of the Police and Crime Commissioner
Alec Wood	Deputy Chief Constable, Cambridgeshire Constabulary

1. Welcome and apologies

1.1 Apologies were received from Dorothy Gregson.

2. Declarations of interest

2.1 There were no declarations of interest.

3. Approval of minutes of the meeting held on 19th November 2014

3.1 Minutes of the 19th November 2014 were approved.

4. Report on the force implications of the Anti-Social Behaviour, Crime and Policing Act 2014

4.1 The Group discussed the report which detailed the new powers given to the Independent Police Complaints Commission (IPCC) in the Anti-social Behaviour, Crime and Policing Act 2014 (ASB Act).

4.2 The Group noted and were supportive of the five recommendations in the report in particular the application of the IPCC provisions to police service contractors and the need to ensure that any recommendations made by the IPCC to police forces under section 139 of the ASB Act were published by the relevant police force.

Resolved:

(i) A collaborated corporate communication plan for publishing IPCC recommendations and force responses is designed and managed.

5. Monitoring of Professional Standards and Complaints

Performance Report – April to December 2014

5.1 Professional Standards Department (PSD) introduced the Quarterly Performance report, the purpose of which was to provide an overview of current performance and trends against the previous quarter and previous years performance where appropriate.

5.2 The Group discussed complaints, investigations and grades categories. It was noted that complaints were more complex and there had been an increase in allegations within complaints and consequently this has impacted on PSD resources.

5.3 The Group noted that whilst they welcomed the detailed reports they wanted to explore how information could be presented to future meetings to enable continued scrutiny in a focussed and informative manner. The Group explored whether detailed information could be provided by PSD prior to the meeting with executive summaries being used as the basis for discussion at the actual meeting.

Resolved:

- (i) *Professional Standards Department to work with Cambridgeshire Office of the Police and Crime Commissioner to further .*

6. Lessons Learned

- 6.1 The Group discussed the Quarterly Lessons Learned paper covering the period October to December 2014.
- 6.2 The Deputy Chief Constable informed the Group that the PSD 'Learning the Lessons' bulletins were promulgated to the three police forces to improve service delivery to the public and promote police officer and staff learning through the identification of learning, actions and recommendations arising from complaints. PSD emphasised that whilst bulletins were published quarterly, issues meriting immediate publication were shared straight away with officers and staff. Positive feedback had been received from officers and staff on the sharing of such information.
- 6.3 The Chair welcomed the reports as a useful insight and a constructive and effective way of sharing learning.

7. Vetting

- 7.1 PSD informed the Group that work was underway to look at resources within the Vetting Unit to enhance its capacity and ensure that it could deliver an efficient and sustained fit for purpose service to meet the demands placed upon it.
- 7.2 The resource costs associated with following up on HMIC recommendations were highlighted and discussed.

8. PSD Budget and Revenue Monitoring Statement

- 8.1 PSD introduced the report to provide an update to the Group on the budget and financial status of PSD as at the end of September 2014.
- 8.2 The Group noted the budget position and the Chair thanked PSD for the detailed report.

9. HMIC Inspection Recommendations - Police Integrity and Corruption

- 9.1 The purpose of the report was to provide an update on the recent HMIC inspection on police integrity and corruption covering Bedfordshire Police, Cambridgeshire Constabulary and Hertfordshire Constabulary. The report further provide strategic oversight as to the HMIC recommendations and how PSD are either addressing or intending to address the recommended areas for improvement.
- 9.2 The Group commented that the five recommendations listed in the report would incur additional costs. However, PSD assured the Group that it would do the best it could within its available resource to address the recommendations in a reasonable and pragmatic manner.

Resolved:

- (i) *A formal response to the five recommendations including demonstrating the use of IT to increase capacity will be made to the PSD Governance Board.*

10. PSD Business Improvement Plan

- 10.1 The Group welcomed and discussed the Improvement Plan, noting that considerable progress had been made towards certain areas identified within the Plan.
- 10.2 They further noted that the body worn camera trial in Cambridgeshire had resulted in a reduction in the number of complaints.

11. Dip Sampling feedback

- 11.1 The Group were informed of the continued programme of dip sampling of complaints. Diana Currie reassured the Group that the exercise was not a check on PSD but was an opportunity to gain a holistic picture and real insight into the type of issues officers were dealing with and any consequential emergent themes and issues.
- 11.2 Both the Bedfordshire and Hertfordshire Commissioners were keen to continue dip sampling and thanked PSD for accommodating this. The Cambridgeshire Commissioner was taking a risk-based approach to PSD's work and using other methods and channels to get feedback on the handling of complaints.

12. Customer Service Unit


- 12.1 The Deputy Chief Constable advised the Group that the business case for the new Customer Service Unit was near completion and would be presented to the Organisational Support Board for a decision.
- 12.2 The Group recognised that the introduction of the Unit would impact on PSD moving forward particularly in reducing demand on them.

13. Any Other Business

- 13.1 The Board acknowledged the hard work undertaken by Mark Hodgson, Mark Canning and all of PSD who continued to deliver work under pressure.

14. Date of Next meeting

The next meeting is to be held on the 19th May 2015.



CHAIRMAN