

**DEVON AND CORNWALL POLICE AUTHORITY
PERFORMANCE MANAGEMENT AND AUDIT COMMITTEE**

19 July 2005

(Freedom of Information Act 2000 - Open)

CONTINUOUS IMPROVEMENT DATABASE

(Information previously presented to the Performance Monitoring Board)

STRATEGIC ISSUE FOR CONSIDERATION

The progress of recommendations and action plans monitored and stored on the Continuous Improvement Database within the Strategic Development Department.

SUMMARY:

Listed below are the reviews from which the recommendations emanate. Updates are required on a bi-monthly basis in order to ensure the recommendations are being progressed as required:

3 Audit Commission Reviews
10 Best Value Reviews
11 HMIC Reviews
28 'Other' Reviews



Please see Appendix 'A' for full details

Considerable work has been undertaken to rationalise recommendations contained within the database wherever possible. As a result there are a number of recommendations contained in this paper to 'close and cross-reference'. This means that a recommendation has been superseded and is duplicated within the database. The request is to close one recommendation and cross-reference to the most current recommendation.

All recommendations are being progressed satisfactorily against the agreed action plans. The following issues require guidance/advice or are reported for notation:

HMIC

1.0 Training matters

All recommendations under this review have been completed. Therefore, no further updates will be made to this Board.

BEST VALUE

2.0 Crime Issues

Recommendation 9 suggests *'The Force should introduce an IT-based corporate work control and case review process to be utilised by investigating officers and first line supervisors which is visible, transparent and accessible to others in the management of crime investigation'*.

Crime Dept have not progressed this recommendation due to not having an available post to allocate the work to and therefore, the target dates have slipped. A decision is required as to whether this recommendation should be progressed or marked as closed on the database.

Decision from PMB – The Board agreed a report from the Commander Crime was required for the next Board to confirm whether or not the matter is being progressed in existing work and if the recommendation should be closed

OTHER:

3.0 FINANCE DEPARTMENT PMR

Recommendation 6 states *'to maximise the business benefits available from the direct submission of overtime claims using IT'*.

This system forms part of the IP2 project and is not available. No progress has been made with the implementation and the system is now six months' overdue. It is no longer possible to implement during 2005-06 due to the need to implement an in-house payroll and finance system this year.

A decision is required as to whether this recommendation should be progressed or marked as closed on the database.

Decision from PMB – The Board agreed this recommendation would remain open and the review dates amended.

4.0 ENGINEERING DEPT PMR

- 4.1 Recommendation 1 suggests *'To review the future provision of Estates to the Engineering Department'*.

Recommendation 10 suggests *'the Force should establish an Advisory Board consisting of practitioners to support department delivery of performance and communication. This group, together with the head of Engineering, report to the DFA with the aim of developing and implementing the various action plans including the PMR findings Commence work by 30 April 2005'*

The initial templates were sent to DFA requesting action plans with target dates be drawn up, however, these have not been returned. It is requested that action plans with progress updates are forwarded to the Database and HMIC Liaison Officer

A verbal update will be provided at the meeting.

- 4.2 Recommendation 3 suggests *'Force VUG to ensure the identification, prioritisation and ordering of vehicles between 6/12 months prior to operational requirements to support delivery to the work place in time for change over'*.

Recommendation 4 suggests *'To amend Force VUG membership to include a senior ranking officer from each BCU and Crime and Operations Departments'*.

Recommendation 6 suggests *'Force/VUG - to ensure that the "informed customer" and Engineering Department are aware of their respective areas of accountability and responsibility for fuel, purchasing, servicing, disposal of vehicles etc'*.

Recommendation 9 suggests *'Force to ensure BCU and Departments provide a prioritisation list to Engineering Department for each vehicle having a grading in their fleet, e.g. Grade A = ARV Incident Car, Grade B = marked traffic unit / response unit, Grade C = unmarked traffic unit / CID Unit etc. The Force VUG to provide corporacy in support of delivery by 31 May 2005'*.

Ownership of these recommendations have been discussed between ACC(O) and DFA. ACC(O) has consulted the VUG Terms of Reference and does not feel these fall to VUG to progress, whereas, the DFA feels these are VUG issues. A decision is required to determine which Chief Officer's portfolio these recommendations should be progressed through.

Decision from PMB – These recommendations will be progressed through ACC(O)'s portfolio.

5.0 Review of DSUs

Recommendation 1 suggests *'South and West Devon BCU identify a suitable replacement detective constable handler in order to release the detective sergeant for the specific role of supervisor and relief controller'*.

Ch/Supt Clarke has advised he does not feel this can be actioned at present as South and West Devon BCU is trialing home working and secure lap tops to make better use of the resources they have. This concurs with the previous update provided by Ch/Supt McGrath when he was in post as BCU Commander. It is therefore, requested that this recommendation can be marked as closed with no further action taken.

Decision from PMB – following discussion about the position adopted by South and West Devon BCU, it was agreed the issue should be referred to D\ Supt Matthews to review the impact. The matter to be reviewed at the next Board meeting.

6.0 Office of Surveillance Commissioners Report 2003

Seven of the eight recommendations have been completed. The remaining recommendation relates to *'Devon and Cornwall Constabulary should ensure that the Charter system is introduced across the whole force as quickly as possible'*. This recommendation has 22 action plan points of which 18 are complete (see Appendix 'B').

- Action points 19 and 20 - there has been slippage due to two of the three servers malfunctioning during the week before roll-out was to commence; faults were diagnosed and a Microsoft patch is expected by end of May 2005. A new roll-out schedule is yet to be prepared.
- Action plan points 21 and 22 - relate to the Phase 4 (Crime Stoppers Module) Application Test and rollout, however, this application is not likely to be developed in the short term as it is outside of the original PID. This is a developmental opportunity for the force that will need to be progressed in consultation with ICT outside of the current project.

It is necessary to assess the level of risk that non-delivery of action points 21 and 22 present to the Force in light of the Commissioners report.

Decision from PMB – This recommendation will remain open and the owner will be contacted to ensure it is progressed.

7.0 AUDIT COMMISSION REVIEW OF CRIME RECORDING 2004

Recommendation 7 refers to '*Resourcing - Although improvements have been made, call centre performance around crime recording remains an issue for the Authority*'.

There is one action point out standing, which requires recruiting 8 FTE Vacancies. These posts have not been filled due to recruiting being extremely difficult within Exeter and as a result a number of posts have been moved to Plymouth to compensate. The adoption of the Domestic Violence Policy by the Force now sees CDIB under resourced by 9 FTE.

8.0 HUMAN RESOURCES RECOMMENDATION UPDATES

As previously reported to this meeting the Human Resources Department have been unable to provide current progress updates for all of the recommendations which fall to the Dept. This is due to staff working on other time critical activity including Job Evaluation, Integrated Competency Framework, Occupational Health Services Unit Review and the Force Integrated Management System contract. Ch/Supt Page has advised Chris Miller is currently carrying out a review of all recommendations, which fall to HR Dept to prioritise the recommendations. This is due to be completed by 30 June 2005.

LINK TO TARGETS AND/OR ENGAGEMENT CIRCLE

Any recommendation held on the database is designed to secure improvement in performance and relate to Force/National Targets or Performance Indicators and link to the engagement circle. The specific business benefit vary with each individual subject and in the interest of efficiency have not been included in this document. Full details can be obtained from the Performance Monitoring Officer if required.

RECOMMENDATION:

1. A decision is required in respect of items 2.0, 3.0, 4.1, 4.2, 5.0, 6.0. The Police Authority Performance Management and Audit Committee is requested to agree the decisions made by the Performance Monitoring Board on 21 June 2005. The remainder of the items are for noting.

Claire Ward
Database and HMIC Liaison Officer
Strategic Development Department
13 June 2005

Audit Commission (formally District Audit)

- Managing Sickness Absence
- Review of Crime Recording 2004
- Financial Aspects of Corporate Governance & Core Processes

Best Value

- File Preparation
- Crime Reduction
- Road Safety
- Accessibility of Police Services
- Crime Issues
- Human Resources
- Transport and Supporting Arrangements
- Leadership
- Strategic Meeting Structure & Policy
- Traffic

HMIC

- BV review Accessibility
- Force Inspection Report 2001/2002
- Allegations of Rape
- Training matters
- Breaking Through
- North and East Devon Inspection
- Violence at Home
- Baseline Assessment 2
- Modernising the Police Service
- Best Value Review Training
- Guns, Community and Policing

Other

- Chartermark 2004
- Office of Surveillance Commissioners 2003
- Victoria Climbié Enquiry
- Data Protection Audit
- National Policing Plan
- Police Complaints Authority – Deaths in Police Custody
- Police Reform Baseline Assessment (Summer 2003)
- NIM PIR
- Gender Agenda
- Operation Sprimont
- Business Activity Reviews
- Bureaucracy Taskforce
- Department PMR reports 2004
- BCU PMR Reports 2003
- BCU PMR Reports 2004
- Police Reform
- ACPO – Operation Fincham – Metropolitan Police Review Recommendations (Closed)
- Race Equality Scheme
- Strategy for Improving Performance in Race and Diversity 2004-2009
- Disability Discrimination Act
- DSU Review
- Major Crime Reviews
- Enhancement of PSU Capability
- Internal Audit
- NCPE
- Strategic Tasking
- Bichard
- Forensic Science Project