

Summary Note of the Meeting on 5 May 2009 (meeting 1)

1. National Performance Overview

Key findings:

- The ambitious nature of the single confidence target and the need to understand the drivers of confidence were highlighted. Some forces had particularly stretching targets.
- Domestic burglaries show signs of stabilising following recent increases.

Issues were raised:

- PPSG needs to:
 - Provide a national picture as well as discuss force performance.
 - Consider emerging performance themes and take an objective look at problems.
 - Encourage partners to share their understanding of what drove confidence levels. Professional judgement was needed at local level to determine what action to take.
 - Identify linkages between delivering the pledge and improving confidence.
 - Seek more timely proxy information on public confidence. Consideration should be given to using local force data once quality assured to national standards set out in the Home Office's letter (previously circulated).

Action: HMIC to present PPSG a forward look at themes affecting policing

Action: HMIC to organise Pledge stock-take report for July

2. Drivers of public confidence

Key findings

- Research was necessary to understand links between public confidence and the Policing Pledge.
- Public confidence depended on diagnosing issues in neighbourhoods, responding quickly and sustaining performance.
- Analysis of the relationship between performance on crime and performance on confidence should be carried out, if this is not already underway.
- Forces need to achieve a balance between taking action and publicising their actions and the results. There may be too much emphasis on marketing to the public, rather than more research on what the police should do.

Action: HO to circulate web-link of crime statistics bulletins with additional analysis to provide information on anti social behaviour. (Action complete)

<http://www.homeoffice.gov.uk/rds/pdfs09/hosb0109supp.pdf>

Action: PRU paper on the Drivers of Public Confidence to make explicit links with the Pledge and analysis of best performance on crime and confidence. Action resolution: Paper sent for ministerial approval 2nd June. Work on analysis of best performance currently being taken forward. (Action complete)

3. PPSG consultation document

Key messages from the responses to the HMIC consultation document:

- Banding analysis was useful (banding analysis takes a range of comparative indicators of forces' performance and plots them across four bands – from excellent to poor - and shows whether a force is improving or deteriorating).
- The Ladder of Support and Intervention, which sets out the process for dealing with poor performance, was clear.
- More clarity was needed on how the different performance assessments, such as HO APACS, CAA, the Banding Analysis and the Audit Commission's PURE assessment processes fitted together

Issues raised at the meeting

- Other information may need to be taken into consideration in assessing performance, such as additional indicators, contextual information or qualitative data such as inspection results.
- PPSG's role in monitoring the role of Police Authorities needs to be clarified.
- Qualitative information needs to be transparent and put into context.
- Representation at PPSG meetings from the forces that were under consideration
- Clarity around timescales for the Ladder of Support and Intervention process and a graphic representation of the process.

Action: HMIC to arrange pre-meeting with HO compass representative and the Audit Commission CAA representative to assess banding analysis in context of other assessments.

Action: To agree with HO/HMT/PMDU to align ladders of support and intervention time parameters with Home Office and NPIA documents and produce graphic for the ladder. (Actioned 22/05/2009)