

Monthly Assurance Meeting May 2016 – Meeting Notes

Date: Tuesday 31 May 2016 @ 10.30
 Chair: John Campion
 Minutes: Jackie Irvin, Policy Officer, OPCC
 Venue: PCC Conference Room – Hindlip

	Name:	Capacity:
Attendance:	John Campion	Police and Crime Commissioner (PCC)
	Andy Champness	Chief Executive Officer, OPCC (CEX)
	David Shaw	Chief Constable (CC)
	Anthony Bangham	Deputy Chief Constable (DCC)

Apologies: None

1.	OUTSTANDING MATTERS	ACTION
	None	
2.	OPERATIONAL AND REPUTATIONAL OPPORTUNITIES AND RISKS A brief update was provided on current issues.	
3.	CHIEF OFFICER MEETING / EXECUTIVE BOARD – UPDATE Executive Board: <ul style="list-style-type: none"> No update was available as the next meeting was to take place later that day. Chief Officer Meeting: <ul style="list-style-type: none"> Road shows on the 2020 Policing Vision are to be held soon across the force area. The PCC is welcome to attend. 	
4.	HOLDING TO ACCOUNT:	
4a	PERFORMANCE AGAINST THE POLICE AND CRIME PLAN:	
	VICTIM SATISFACTION AND ‘FOLLOW UP’ Findings <ul style="list-style-type: none"> The Force monitors both confidence and satisfaction. Confidence is measured by the Crime Survey for England and Wales. It did dip but has improved recently. Satisfaction is measured by surveying victims of crime on their opinions of their dealings with the police at different 	

	<p>stages of their crime investigation. Overall satisfaction has remained stable at around the mid 80% level, however the force is aspiring to achieve a 90% satisfaction level which is the level achieved by the ‘top’ force in their family group.</p> <ul style="list-style-type: none"> • Analysis of the satisfaction results shows that the initial contact is generally good, as is accessibility. Follow up has been identified as the weakest area of performance. • Telford and Wrekin and Herefordshire are the two policing areas with the lowest satisfaction levels. Telford has been asked to look at Worcester City, a policing area with similar demographics, but much higher satisfaction levels, to see what can be learnt. In addition Durham Constabulary, which is rated as outstanding, has been contacted for learning opportunities. • The Force has established a victims working group led by the ACC for Local Policing to further develop and improve services to victims. A member of the OPCC office attends the group on behalf of the PCC. • The Force currently does not use Track My Crime, however the PCC is keen for victims to be able to self-serve their information and expects the Athena management system to enable the force to start supporting Track my Crime in the future. • People skills have been identified as being key to victim satisfaction. Victim care and interpersonal/soft skills are an intrinsic part of initial training for student officers, however there is no structured formal training package in place for other officers. • It is the responsibility of supervisors to identify weaker performers, there is no systematic approach. Personal Development Reviews (PDRs) may mention the victim code but it is unlikely that any contain specific objectives relating to victim satisfaction for an individual officer. <p>Actions arising</p> <ul style="list-style-type: none"> • The status and delivery time of Track my Crime within the Athena programme is to be established. • Opportunities for officer soft skills training to be considered. • Check how the organisational aspiration to improve victim satisfaction is translated into individual objectives. 	<p>CC DCC DCC</p>
	<p>RESPONSE TIMES</p> <p>Findings</p> <ul style="list-style-type: none"> • The Force has a good track record of getting to emergencies, but it is acknowledged that there has been an increase in the time taken to attend emergencies from around 8 minutes to a current average of just over 10 minutes. • The emphasis for all officers is to be ‘smarter not faster’ and all officers attending an emergency need to drive in a considered way. • The shift changeover has been identified as one time when average response times increase. • A number of response officers have been moved back into bases in 	

	<p>some areas to better meet the demand and the Temporary Chief Superintendent for Operational Support is leading a piece of work around demand.</p> <ul style="list-style-type: none"> • Anecdotally the PCC had been told that there is less driver training for officers, which is impacting on response times. Training has reduced in that only specialist officers, such as roads policing and fire arms officers receive the ‘top tier’ training, whereas in the past it was open to a wider cohort. The number of new recruits did create a temporary backlog, but everyone that should have had driver training has received it and the backlog would not have impacted on response times. • Training is provided in-house. The in-house training provision was reviewed as part of the <i>Making a difference</i> programme and deemed to be the most cost effective and best way of doing so. It will be subject to a further review as part of the Kier review. • Once operational, a new command and control system will have the technical capability to provide predictive support to ensure resources are deployed where needed and prevent over resourcing. <p>Actions arising There were none.</p>	
	<p>CRIME OUTCOMES</p> <p>Findings</p> <ul style="list-style-type: none"> • There has been an increasing use of community resolutions, which are used to resolve minor offences and anti social behaviour. Community resolutions are subject to a 100% audit. In addition an Out of Court Disposal Scrutiny Panel, chaired by magistrates meets on a regular basis and has the authority to call up an out of court disposal for review. This committee publishes an annual report of its findings. • The charge rate with the Crown Prosecution Service shows that the force is a consistently highly performing, and in comparison with its most similar forces West Mercia has an above average outcome rate. • There has been a decline in outcomes for some categories of crime with domestic burglary identified as an outlier. The message ‘detections are still important’ is being emphasised to all officers. • The Performance Management Group is a mechanism used for identifying and addressing dips in performance both current and predicted. <p>Actions arising</p> <ul style="list-style-type: none"> • The PCC to have a briefing from the Head of Crime • The Scrutiny Committee reports to be made available to the PCC • PCC to meet the CPS lead for the West Midlands 	<p>CEX CEX CEX</p>

4b	<p>DELIVERY OF STRATEGIC INITIATIVES:</p> <p>Findings</p> <p>Force approach to anti social behaviour</p> <p>The PCC had met with the Chief Superintendent with territorial policing responsibilities for West Mercia the previous week and had a high level discussion on the approach at that meeting.</p> <p>Actions arising</p> <p>There were none.</p>	
4c	<p>HMIC INSPECTION PROGRAMME / MATTERS ARISING FROM THE SERVICE IMPROVEMENT BOARD (SIB)</p> <p>An unannounced HMIC inspection around crime data integrity will take place during 2016/17. How prepared is the Force for this inspection, including the current position with compliance?</p> <p>Findings</p> <ul style="list-style-type: none"> • The focus of the inspection will be: the incident to crime ratio; whether an incident has been ‘crimed’ correctly and; the frequency of ‘no crime’ decisions. • The DCC has ultimate responsibility for the recording of a serious sexual offence as a ‘no crime’. The threshold is set very high and only a very small number of such crimes per month meet the criteria to be recorded as ‘no crime’. • A reduction in compliance has occurred in some crime types. The source of the problem has been identified and is being addressed. • Work is ongoing to quality assure a sample of cases to identify any trends. In addition the Force Crime Registrar’s audit team are identifying issues at an early stage and reporting back to supervisors. <p>Actions arising</p> <p>There were none</p>	
5.	<p>AOB:</p> <ul style="list-style-type: none"> • Recruitment for the next chief constable is to commence shortly. • Short listing for the Deputy PCC has taken place. 	
6.	<p>DATE OF NEXT MEETING:</p> <p>28 June 2016</p>	