

Monthly Assurance Meeting November 2016 – Meeting Notes

Date: Tuesday 29th November 2016 @ 09:00

Chair: John Campion

Minutes: Jackie Irvin, Policy Officer, OPCC

Venue PCC Conference Room – Hindlip

	Name:	Capacity:
Attendance:	John Campion	Police and Crime Commissioner (PCC)
	Anthony Bangham	Chief Constable (CC)
	Chris Singer	T/Deputy Chief Constable (DCC)
	Andy Champness	Chief Executive for the PCC (CEX)
Apologies:	Tracey Onslow (TO)	Deputy Police and Crime Commissioner (DPCC)

1	OUTSTANDING MATTERS / ITEMS BROUGHT FORWARD	
	<p>Actions arising from the October 2016 holding to account meeting: (4a) Crime Bureau backlog.</p> <p>Action Arising - An update on recovery plan progress to be provided to the November meeting.</p> <p>Update</p> <p>The backlog in the Crime Bureau (CB) had reduced by 20% from the end of October through to the end of November and the turnaround time for new reports was now at 2 days.</p> <p>The CB had also taken over responsibility for recording missing persons in the same time period.</p> <p>An additional 4 PC's on restricted duties had been put into the unit and 3 temporary crime decision makers were being recruited to ensure there is 7 day a week cover.</p> <p>Supervision and culture had been identified as two particular issues, along with officers and staff seeing the future implementation of the Athena operating system as being a reason for not changing things now.</p> <p>The culture of the organisation needs to change so that a business area can sustain acceptable performance levels without being under the spotlight in order to do so. Where there are no national service standards it would be useful to have an understanding of what good look like.</p>	ACTION

	<p>Action arising: A review of Crime Bureau performance to be brought forward to the holding to account meetings in February 2017 and May 2017.</p>	CC
	<p>Item brought forward from the July 2016 holding to account meeting: What assurance can the CC give that young people are not kept in custody any longer than needed and not overnight? – Review of the six monthly figures.</p> <p>Update The CC had received a letter from the Howard League for Penal reform, sent to all Chief Constables regarding the number of children and young people detained in custody. The Howard League had recognised the 75% reduction in numbers within West Mercia.</p> <p>The numbers are subject to daily monitoring and the force continues to work with local authorities.</p> <p>An ongoing issue is the threshold for holding children and young people in secure accommodation. The force has changed the threshold which means there is more accommodation available but it is challenging for local authorities.</p> <p>In 2010 5491 children and young people were detained in police custody, last year this had reduced to 1370 and year to date the number is just over 1000. It is not wrong to arrest children and young people and when it is necessary to take them into custody.</p> <p>Action arising: Youth custody / offending data to be sought from Youth Justice Service Management Board</p>	CEx
	<p>Item brought forward from the July 2016 holding to account meeting: Meeting format – Review attendance at the monthly holding to account meeting.</p> <p>It was agreed that future attendance at the holding to account meeting would remain as set out on the current invite list.</p>	
2.	<p>OPERATIONAL AND REPUTATIONAL OPPORTUNITIES AND RISKS An update was provided on current operational matters.</p>	
3.	<p>CHIEF OFFICER MEETING / EXECUTIVE BOARD – UPDATE Corporate communications functions – chief officers have agreed to a reconfiguration of the service. There will be a small initial uplift in costs, but this would be recouped next financial year.</p> <p>Corporate branding – both PCC's had been consulted and had differing views. There will be flexibility to allow for one force identity and titles when appropriate.</p> <p>Central Motorway Patrol Group (CMPG) – a West Mercia report on</p>	

	<p>CMPG has been finalised and needs to be considered in detail.</p> <p>Actions arising:</p> <ul style="list-style-type: none"> • The CC to provide a copy of the report and any supporting papers to the PCC. • A meeting to be arranged before Christmas for the PCC and CC to discuss the report findings. 	<p>CC</p> <p>DCC</p>
<p>4.</p>	<p>HOLDING TO ACCOUNT:</p>	
<p>4a</p>	<p>PERFORMANCE AGAINST THE POLICE AND CRIME PLAN:</p>	
	<p>1) Improved and more consistent services for the victims, survivors and witnesses who suffer most from crime – <i>The force aspires to a 90% victim satisfaction rate and is aiming to see satisfaction in follow up increase by 10% by the end of March 2017. Figures for follow up remain static and the force is at the bottom of its family group. How is this performance going to be addressed?</i></p> <p>Findings:</p> <ul style="list-style-type: none"> • The 90% rate is an aspiration. Herefordshire is an example of a policing area which has managed to make improvements, but as a whole the force is not going to achieve the 90% rate by the end of the financial year. • South Worcestershire is the area where satisfaction levels have dropped. • The DCC has done a small dip sample and has personally rung victims of a range of crimes. The feedback he had received highlighted a disconnection between what victims think is happening and what is recorded on police systems. • The PCC asked the CC to look at the last quarter in isolation and to see if satisfaction levels could be increased over those final three months. <p>Actions arising:</p> <p>Review of performance to be brought back in April 2017</p> <p>2) Improved and more consistent services for the victims, survivors and witnesses who suffer most from crime – <i>the October performance report refers to a new qualitative rape survey as being 'well received by both victims and officers'. What are the outcomes from the report and how are the findings being used?</i></p> <p>Findings:</p> <ul style="list-style-type: none"> • The numbers interviewed so far equates to one victim per local policing area per month, 20 in total. 	<p>CC</p>

	<ul style="list-style-type: none"> • A Superintendent is the single point of contact for any information or themes arising from the survey. <p>Actions arising:</p> <p>Update on survey results to be brought back in April 2017</p> <p>3) Reduce harm and protect people in communities – <i>91 Domestic Violence Protection Notices (DVPN) were applied for in West Mercia between 1 April and 31 October 2016. What assurance can the CC give that DVPNs are being used proportionately, effectively and consistently across the force?</i></p> <p>Findings:</p> <ul style="list-style-type: none"> • DVPNs are being used proportionately and effectively, but not consistently. They are well used in Worcestershire where they were piloted, but less so elsewhere. There needs to be a push for them to be used more. • The number of DVPNs which are converted into domestic violence protection orders is an important consideration as is the impact they have had on reoffending. <p>Actions arising:</p> <p>There were no actions arising.</p>	DCC
4b	<p>DELIVERY OF STRATEGIC INITIATIVES:</p> <p>1) Police volunteers and specials – <i>The Safer West Mercia Plan states that the PCC will hold the Chief to account for 'increasing the number of special constables and police volunteers' - how can the PCC be assured that there are the right resources in place to support this?</i></p> <ul style="list-style-type: none"> • The number of specials and volunteers has been increasing, but has until recently been matched by turnover, however there is now an uplift in actual numbers. • The Assistant Chief Constable for Local Policing leads on this area for the alliance. • There is more confidence that the deployment of volunteers and specials is more focussed. • The training costs are excellent value for money. <p>2) Rural crime – <i>The rural crime initiative has been in place for approximately two years. What impact has the initiative had to date and how can the PCC be assured that the investment in it is making a difference?</i></p> <ul style="list-style-type: none"> • The impact is difficult to quantify, it has mostly been about visibility and confidence and recognising that the force does take rural crime seriously. 	

	<ul style="list-style-type: none"> • The approach to rural crime had been rolled out in different areas in different ways, but the Superintendent leading on rural and business crime for the alliance had developed a corporate approach. • One concern is that it had been anticipated the initiative would generate more community intelligence but this had not happened. • The investment in the response to rural crime reflects the rural nature of the force area. • Confidence in rural and urban communities should be the same, however there is a gap. Some areas have very high expectations of policing and there needs to be more connection with influential local forums such as parish council meetings. 	
4c	HMIC INSPECTION PROGRAMME / MATTERS ARISING FROM THE SERVICE IMPROVEMENT BOARD (SIB) No items on the agenda.	
5.	AOB: There was none.	
6.	DATE OF NEXT MEETING: 20 December 2016	