

<p>2.</p>	<p>OPERATIONAL AND REPUTATIONAL OPPORTUNITIES AND RISKS</p> <ol style="list-style-type: none"> 1. Panorama Programme investigation – no reputational issues arose. 2. HMIC PEEL Effectiveness Report - the draft of the report had been received. 3. Britain First demonstration – The T/DCC had previously briefed the PCC on planning for this event. It is anticipated that the police operation will run in a similar way to the recent EDL demonstration in the same area. 4. Media campaigns - CC assured the PCC that chief officers are fully sighted on the anti rape initiative and that partners were engaged. Campaigns on issues such as rape do carry a risk but the biggest issue is a potential campaign-overload for the public. 	
<p>3.</p>	<p>CHIEF OFFICER MEETING / EXECUTIVE BOARD – UPDATE</p> <p>No items were discussed.</p>	
<p>4.</p>	<p>HOLDING TO ACCOUNT:</p>	
<p>4a</p>	<p>PERFORMANCE AGAINST THE POLICE AND CRIME PLAN:</p>	
	<p>1) Building a more secure West Mercia – Domestic Burglary</p> <p><i>a) What reassurance can the CC give that force policy for the response, victim care and investigation of domestic burglary is being applied consistently across all policing areas?</i></p> <p><i>b) How does the CC provide reassurance that the force is sustainably tackling domestic burglary given the recent spikes across Worcestershire, especially in North Worcestershire?</i></p> <p>Findings:</p> <ul style="list-style-type: none"> • The force has consistent policy in place; it is the application of policy across policing areas that varies. Telford and Shropshire have a traditional CID function with a burglary team whereas in Worcestershire burglary response sits within patrol. • The CC is not satisfied with this approach, which has also been raised in forums by officers and staff and he is seeking assurances from the ACC for local policing, who has overall responsibility for domestic burglary. • Victim satisfaction rates vary across the five local policing areas and more needs to be done to improve satisfaction. Satisfaction rates: <ul style="list-style-type: none"> ○ Herefordshire – 94% ○ North Worcestershire – 92% ○ South Worcestershire – 83% ○ Telford – 85% ○ Shropshire – 89% • Whilst accepting that there maybe some differences, the PCC had expected that the core service offered would be consistent. The service 	

	<p>offered to victims is important and correspondence to the PCC indicated inconsistencies and, too often, poor service.</p> <ul style="list-style-type: none"> • For the vast majority of victims the force is doing a good job, however the investigation of burglaries and consequent victim care is missing in some areas. • Changes to the classification of domestic burglary offences in England and Wales will have an impact and will result in a significant increase in the number of crimes recorded as residential burglary. As a result the force's approach to providing packs to burglary victims will need to be reviewed, but it is the approach taken, follow up with the victim etc that is the most important thing. • The PCC sought assurance that the increases in domestic burglary within North Worcestershire would be brought back in line. <p>Actions arising: The following two actions to be brought back to the February meeting:</p> <ul style="list-style-type: none"> • The ACC for Local Policing to articulate what the minimum standard of service is for domestic burglary across the force area, irrespective of local differences in policing / demand etc. • An update on domestic burglary in North Worcestershire 	<p>CC</p>
	<p>2) Building a more secure West Mercia – Vehicle Crime <i>How does the CC provide reassurance that the recent increase in vehicle crime is the exception, and that we will see a return to previous levels in the near future?</i></p> <ul style="list-style-type: none"> • The CC reassured the PCC that the recent spike in vehicle crime should not be a reason for concern. • Vehicle crime is not looked at a force wide strategic level, but is addressed by local policing teams. There is an expectation that staff manage and monitor vehicle crime and are able to identify any trends; escalating issues if required. • The Force use THRIVE (Threat, Harm, Risk, Investigation, Vulnerability, Engagement) to assess the threat and risk of the victim and the response needed, not the category of crime. <p>Actions arising: There were no actions arising.</p>	
	<p>3) Reforming West Mercia- Call Handling <i>The CC should be proud of the dramatic improvement in 999 and 101 call handling performance. Is the CC confident that the measures taken will lead to sustained high performance?</i></p> <ul style="list-style-type: none"> • The CC is pleased with the improvements. Irrespective of moving the management of COMPACT (missing persons) to another function, there has been an improvement in service. • The demand for 999 calls is monitored. 999 will always be the priority, 	

	<p>but 101 calls also need to be dealt with as well.</p> <ul style="list-style-type: none"> • Communications have been issued on the improvements. People should always ring 999 in an emergency, however there is also an important message that people should only use 999 when necessary. <p>Actions arising: There were no actions arising.</p>	
4b	DELIVERY OF STRATEGIC INITIATIVES:	
	<p>1) Corporate Communications</p> <p><i>a) Can the CC provide reassurance that the production of the Communications Strategy is nearing completion and will deliver his personal vision for the way the force communicates with our communities?</i></p> <p><i>b) Can the CC provide reassurance that the attendance and vacancy rates within the corporate communications function is not distracting from service delivery?</i></p> <ul style="list-style-type: none"> • The Communications Strategy has been drafted, but some work is still needed to meet the CC's requirements. The final draft will be submitted to the Executive Board in February and then it will be circulated more widely. • The staff in the corporate communications function remain focussed on the high risk / strategic issues, but have cut back on some of the non critical work. Overall service delivery has not been affected. • A communications officer will be based permanently in the Staff Office at Hindlip in the near future. <p>Actions arising: There were no actions arising.</p>	
	<p>2) Attendance Figures</p> <p><i>a) Can the CC explain the underlying causes for increases in sickness absences for officers and staff, the steps being taken to address it and the impact there has been on service delivery?</i></p> <ul style="list-style-type: none"> • Psychological disorders remain the largest reason for sickness absence. An additional confidential support service, the Employee Assistance Programme (EAP) has been introduced and the overall approach to health and wellbeing is more embedded within the organisation. • The Director of Enabling Services is seeking to increase the understanding of the sickness absences and to further develop the approach to health and wellbeing. <p>Actions arising: There were no actions arising.</p>	

4c	HMIC INSPECTION PROGRAMME / MATTERS ARISING FROM THE SERVICE IMPROVEMENT BOARD (SIB) No items on the agenda.	
5.	AOB: The T/DCC had recently asked for shoplifting offences to be looked at, resulting in positive activity where needed. In Telford it was identified that a number of prolific offenders have started shoplifting. As a result targeted work, including deploying an extra PCSO to the town centre, had been used to address the issue. An extra PCSO had also been used in Wychavon. It is hoped this work will be reflected in the shoplifting figures.	
6.	DATE OF NEXT MEETING: 10:30 on 28 February 2017	ALL