

## Monthly Assurance Meeting April 2017 – Meeting Notes

Date: Tuesday 25<sup>th</sup> April 2017 @ 10:30  
 Chair: John Campion  
 Minutes: Jackie Irvin, Policy Officer, OPCC  
 Venue: PCC Conference Room – Hindlip

<b>Attendance:</b>	<b>Name:</b> John Campion Anthony Bangham Amanda Blakeman	<b>Capacity:</b> Police and Crime Commissioner (PCC) Chief Constable (CC) Deputy Chief Constable (DCC)
<b>Apologies:</b>	Tracey Onslow  Andy Champness	Deputy Police and Crime Commissioner (D/PCC)  Chief Executive for the Police and Crime Commissioner (CEX)

<b>1</b>	<b>OUTSTANDING MATTERS / ITEMS BROUGHT FORWARD</b>	
<b>1a</b>	<p>Action arising from the November 2016 Holding to Account meeting:</p> <p><b>4a Putting victims and survivors first –Victim satisfaction</b></p> <ul style="list-style-type: none"> <li>• <i>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 3 months. A review of victim satisfaction performance to be brought back in April 2017.</i></li> <li>• <i>Update on rape victim survey results to be brought back in April 2017.</i></li> </ul> <p><b>Update:</b></p> <ul style="list-style-type: none"> <li>• Victim satisfaction had been one of the discussion areas at the previous days Performance Management Group (PMG) meeting attended by the PCC.</li> <li>• The final quarter had seen an uplift in satisfaction in West Mercia and if the trend continues then there would be a further increase in the next quarter's figures.</li> <li>• Herefordshire had been the best performing area but satisfaction had dropped from 87% to 81% in the last quarter, whereas Worcestershire, in particular South Worcestershire, had seen a significant improvement in the same time period.</li> </ul>	<b>ACTION</b>

	<ul style="list-style-type: none"> <li>The introduction of the Pathfinder model in Worcestershire is thought to have in part been responsible for reduced satisfaction, but had since improved. Nothing has changed in Herefordshire, so the recent reduction in satisfaction is difficult to explain.</li> <li>It was agreed that victim satisfaction needs to be a formal discussion at the holding to account meeting on a quarterly basis along with confidence, in line with the release of ONS confidence data.</li> </ul> <p><b>Action Arising:</b></p> <ul style="list-style-type: none"> <li>Satisfaction and confidence to be timetabled into future holding to account meetings</li> <li>The update on the rape victim survey results was deferred until July 2017 to further increase the cohort of responses.</li> </ul>	<p>PCC</p> <p>DCC</p>
<p><b>1b</b></p>	<p>Action arising from the February 2017 Holding to Account meeting:</p> <p><b>4a Reassuring West Mercia’s Communities – Public Confidence</b></p> <p><i>Actions arising - DCC to provide a draft of the plan at the April 2017 holding to account meeting.</i></p> <p><b>Update:</b></p> <ul style="list-style-type: none"> <li>The DCC has begun this work and has been looking at feedback from the leadership events and at the approach taken by other forces to help develop a West Mercia plan. No other force in England and Wales has a confidence strategy, however Gwent is just starting to develop one. In addition, the DCC has been doing some work with the CeX as the PCC’s office is looking to develop a confidence and satisfaction survey.</li> <li>It is estimated a draft plan can be developed in the next two months and will pull together different elements including visibility of police stations.</li> <li>The PCC had visited Malvern Police Station and seen the <i>Open for Business</i> ‘A’ board. The A board looked good, but the number to ring was Hindlip, not a number in the police station. The CC assured the PCC that this wasn’t the message that had gone out from chief officers who had asked for the number to connect to a staffed office in the police station and this outcome was disappointing. The CC and DCC will undertake some scrutiny in those areas where the <i>Open for Business</i> initiative has been rolled out to test that numbers are correct and that the language in messages is positive.</li> </ul> <p><b>Actions arising:</b></p> <p>DCC to provide an update on the confidence work to the July holding to account meeting.</p>	<p>DCC</p>
<p><b>1c</b></p>	<p>Action arising from the March 2017 Holding to Account meeting:</p> <p><b>1a - Domestic Burglary</b></p> <p><i>Actions arising - DCC to provide an update on the minimum standards work to the April 2017 meeting.</i></p> <p><b>Update:</b></p> <ul style="list-style-type: none"> <li>A set of minimum standards had been set, moving forward it will be necessary to ensure these are maintained and there will be scrutiny</li> </ul>	

	<p>around it by supervisors.</p> <ul style="list-style-type: none"> <li>The outcomes should be a reduction in burglary, an uplift in detections and improved victim satisfaction.</li> </ul> <p><b>Actions arising:</b></p> <p>There were no actions arising.</p>	
2.	<p><b>OPERATIONAL AND REPUTATIONAL OPPORTUNITIES AND RISKS</b></p> <ul style="list-style-type: none"> <li><b>Fire</b> - A major fire had occurred at Blackpole in Worcester; the emergency service response to it was a positive example of police and fire working well together.</li> <li><b>Professional standards</b> – a police officer charged with drink driving had resigned.</li> <li><b>M40 incident</b> – an incident in Warwickshire had resulted in a full closure of the M40. West Mercia Police had not been involved.</li> </ul>	
3.	<p><b>CHIEF OFFICER MEETING / EXECUTIVE BOARD – UPDATE</b></p> <ul style="list-style-type: none"> <li><b>Knowledge Information Unit</b> – this unit had remained unchanged since the alliance came into being. A review has now been undertaken and it had been signed off at Executive Board. The changes will be at nil cost to the organisation.</li> <li><b>Firearms Licensing Unit</b> – An update on the unit was to be discussed at the Alliance Governance Group. The ACC had been asked to provide both PCC’s with a brief in advance of the meeting.</li> </ul>	
4.	<p><b>HOLDING TO ACCOUNT</b></p>	
4a	<p><b>PERFORMANCE AGAINST THE POLICE AND CRIME PLAN</b></p>	
	<p><b>1. Building a more secure West Mercia – 2016/17 Crime Trends</b></p> <p><i>There has been a year on year increase in total recorded crime and many of the different crime categories within it. What reassurance can the CC give that the uplift in crime is being addressed and that there are sufficient resources in place to meet changing demands?</i></p> <p><b>Findings:</b></p> <ul style="list-style-type: none"> <li>The CC is satisfied that both the level of resources and the policing model are sufficient to meet demands.</li> <li>While the longer term trend has seen a reduction in crime, there has been an uplift in crime, especially low level crimes. It is hard to predict the future trend but if crime continues to increase the challenge will be what to do next. The force are undertaking predictive work in response.</li> <li>The force have discussed their recording practises with their HMIC liaison officer and have asked if he can compare them with other forces to ensure West Mercia is not out of line. It is important to ensure the interpretation of the recording rules is not leading to the over creation of records.</li> </ul>	

	<p><b>Actions arising:</b> There were no actions arising.</p>	
	<p><b>2. Putting victims and survivors first – repeat victims and offenders</b> <i>The force has seen a significant increase in both repeat victims and repeat offenders. Can the CC provide reassurance that:</i></p> <p><i>a) Local command teams understand the profile of repeat victims and offenders within their policing area.</i> <i>b) appropriate processes are in place to support repeat victims and reduce reoffending</i></p> <p><b>Findings:</b></p> <ul style="list-style-type: none"> <li>• There has been an increase in the number of repeat victims. Some of the increase is as a result of a more intrusive assessment process, resulting in victims being classed as ‘repeat’ more quickly.</li> <li>• Monthly local tasking is used to identify and discuss local offenders and victims and the plans in place around them.</li> <li>• An integrated victim management (IVM) support process has been successfully adopted in Warwickshire. This is to be implemented across West Mercia. It was agreed that a review of the impact of IVM in West Mercia should be subject to a future holding to account meeting.</li> <li>• The latest quarterly performance report states that one North Worcestershire victim had been subject to 16 violence against the person, sexual and public order offences in the last 12 months. It would be useful to know what sort of offences these are and how the person is being managed as a victim to better understand how victim care is managed in West Mercia.</li> </ul> <p><b>Actions arising:</b></p> <ul style="list-style-type: none"> <li>• An update on the timeframe and plan for IVM in West Mercia to be provided at the May 2017 meeting.</li> <li>• A case study of the North Worcestershire victim to be prepared and shared with the PCC.</li> </ul>	<p>DCC</p> <p>DCC</p> <p>CC</p>
	<p><b>3 Building a more secure West Mercia – Hate Crime</b> <i>The most recent force performance report suggests there is under reporting of hate crime and that there has been a 2% reduction in recorded incidents / reports compared to the previous quarter.</i></p> <p><i>a) Does the force understand what is leading to the under reporting?</i> <i>b) What measures are in place to encourage victims to come forward?</i></p> <p><b>Findings:</b></p> <ul style="list-style-type: none"> <li>• The level of reported hate crime has seen a very small reduction, but overall is roughly static.</li> <li>• The phrase ‘under reporting’ is very general and used widely by forces in connection with hate crime.</li> <li>• The PCC questioned the understanding of under reporting and in particular the non-race reports, which are always a much lower volume</li> </ul>	

	<p>than race related reports.</p> <ul style="list-style-type: none"> <li>The new head of Strategic Service Improvement (SSI) has been asked to review the performance report to make it more of a performance management report rather than a performance monitoring report.</li> </ul> <p><b>Actions arising:</b> There were no actions arising.</p>	
	<p><b>4. Reforming West Mercia – Call Handling</b></p> <p><i>There has been a recent reduction in call handling performance following a period of improvement. Does the CC agree that this is unacceptable and is he confident that performance will be improved?</i></p> <p><b>Findings:</b></p> <ul style="list-style-type: none"> <li>The last two weeks performance had been good by ensuring there were more staff working over Easter when demand is usually higher. More predictive staffing is needed to ensure staffing levels are higher at know times of increased demand.</li> <li>Opportunities to reduce internal demands on the non-emergency number are being sought.</li> </ul> <p><b>Actions arising:</b> There were no actions arising.</p>	
<b>4b</b>	<b>DELIVERY OF STRATEGIC INITIATIVES:</b>	
	<p><b>The use of drones</b></p> <p><i>The PCC is aware of the innovation investment in the use of drone technology. Can the CC provide an update on the use of this technology?</i></p> <p><b>Findings:</b></p> <ul style="list-style-type: none"> <li>The force has retained the two drones used during the pilot. Both were used recently at the Blackpole fire incident.</li> <li>Chief Officer will review again the future use of drones.</li> </ul> <p><b>Actions arising:</b> The CC to update the PCC at a weekly PCC / CC meeting following the Chief Officers' meeting.</p>	CC
<b>4c</b>	<p><b>HMIC INSPECTION PROGRAMME / MATTERS ARISING FROM THE SERVICE IMPROVEMENT BOARD (SIB)</b></p> <p><i>The PEEL Effectiveness 2016 inspection report identifies that the force has a high proportion of crimes falling in the outcome category 'Evidential difficulties; victim does not support police action'. The force has been asked to review its use of this outcome category.</i></p> <p><i>What assurance can the CC give that the review is being progressed and that any identified changes in procedures will be implemented to improve outcomes for victims?</i></p> <p><b>Findings:</b></p> <ul style="list-style-type: none"> <li>The DCC chairs the Service Improvement Board (SIB) which manages the HMIC action plans. The PCC is represented at this meeting by the CEx.</li> </ul>	

	<ul style="list-style-type: none"> <li>A review of outcomes is being led by the T/Ch Supt for Protective Services and an action plan for submission to HMIC is being prepared.</li> </ul> <p><b>Actions arising:</b> DCC to provide an update to the PCC, focussing on the outcome.</p>	DCC
5.	<p><b>AOB:</b></p> <p><b>In car media</b> – the roll out of this technology is incomplete. The CC and DCC are frustrated at the slippage and are looking to introduce a more effective tracking mechanism of the modernisation programme. The PCC remains supportive but wants the programme to progress.</p>	
6.	<p><b>DATE OF NEXT MEETING</b></p> <p>10:30 on 23 May 2017</p>	ALL