

## Monthly Assurance Meeting May 2017 – Meeting Notes

Date: Tuesday 23 May 2017 @ 10:30  
 Chair: John Campion  
 Minutes: Jackie Irvin, Policy Officer, OPCC  
 Venue: PCC Conference Room – Hindlip

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

### Apologies:

1	OUTSTANDING MATTERS / ITEMS BROUGHT FORWARD	
1a	<p>Item brought forward from the November 2016 meeting:</p> <p><b>Building a more secure West Mercia - Crime Bureau backlog:</b></p> <p><i>A review of Crime Bureau performance to be brought forward to the holding to account meetings in May 2017</i></p> <p><b>Update:</b></p> <ul style="list-style-type: none"> <li>The Crime Bureau (CB) had previously been raised as a holding to account item due to an excessively high backlog. This has been reduced and the CB is now managing its daily through put.</li> <li>Performance is moving in the right direction, but occasional dips means overall performance can still be improved. The CC expects this to be achieved by 1 September 2017.</li> <li>A lot of work has been focused on ensuring crime data integrity and recording practises are adhered to. This has meant training for staff to ensure they are applying the rules correctly.</li> <li>Some of the other forces moving onto Athena had limited existing crime recording systems and for them the move to Athena has seen massive improvements. There won't be the same level of improvement for West Mercia as it already had an old but functioning crime system, but Athena should still result in service improvements.</li> </ul>	<b>ACTION</b>

	<ul style="list-style-type: none"> <li>• The PCC had recently witnessed a number of interactions between different frontline staff and the CB, with a mixed quality of service. Crime Call Direct are part of the CB and can input information called in by officers. However public calls will always take priority over officers ringing in, which can impact those interactions.</li> <li>• In some forces officers input their own information, but this often results in the wrong information being recorded. The current CB system provides a series of prompts to ensure they record the correct information provided by officers.</li> <li>• Training on crime recording did create a backlog and there has been a turnover of crime validators, however it does take less time to train someone with a police officer background as they already have an understanding of crime types. It is important to get the recruitment plan right.</li> </ul> <p><b>Action Arising:</b></p> <ul style="list-style-type: none"> <li>• There were no further actions arising.</li> </ul>	
<p><b>1b</b></p>	<p>Item brought forward from the April 2017 meeting</p> <p><b>Putting victims and survivors first – repeat victims and offenders:</b>  <i>An update on the timeframe and plan for Integrated Victim Management in West Mercia to be provided at the May 2017 meeting.</i></p> <p><b>Update:</b></p> <ul style="list-style-type: none"> <li>• Integrated victim management will be implemented across West Mercia by the end of June 2017.</li> </ul> <p><b>Actions arising:</b>            Action Plan to be shared with the PCC</p>	<p>DCC</p>
<p><b>1c</b></p>	<p>Action arising from the April 2017 meeting</p> <p><b>Delivery of strategic initiatives – the use of drones:</b>  <i>The Chief Constable will provide an update on the use of drones</i></p> <p><b>Update:</b></p> <ul style="list-style-type: none"> <li>• Chief Officers have reassessed the evaluation report into the use of drones and have determined that their original decision not to expand the capability beyond the two existing drones was correct. The drones will continue to be used for limited spontaneous deployment and limited planned usage.</li> <li>• The geography of the force area makes effective spontaneous deployment more difficult, and the force also has existing helicopter air support via the National Police Air Service (NPAS). The extended use of drones and NPAS is being considered nationally.</li> <li>• The PCC needs to understand the benefit of drones as new technology should either replace or enhance existing capability, however the force is not yet in a position to be able to quantify the cost benefit of them.</li> </ul>	

	<ul style="list-style-type: none"> <li>The force is looking for drone collaboration opportunities with Hereford and Worcester Fire Service.</li> </ul> <p><b>Actions arising:</b> The drone evaluation report to be shared with the PCC</p>	DCC
2.	<p><b>OPERATIONAL AND REPUTATIONAL OPPORTUNITIES AND RISKS</b></p> <ul style="list-style-type: none"> <li><b>Manchester terrorist attack</b> – A simple message had been communicated externally and internally as Greater Manchester Police are the lead force for media communications. The Government’s COBRA meeting later in the day would determine whether the national threat assessment level would change. If increased to <i>critical</i> it would have an impact on policing.</li> <li><b>Police Federation Conference</b> – The Chairman of the Independent Police Complaints Commission (IPCC) had referred to West Mercia as one of seven forces slower than the IPCC at dealing with complaints. This statement was incorrect and the force are seeking to have it corrected.</li> <li><b>Positive media coverage</b> – examples of recent coverage including an incident at HMP Hewell were given.</li> <li><b>Incident outside a Bromsgrove school</b> –this had been reported in the local press as “mass disorder” requiring the police to be called. The reality was a small number of pupils coming together to have a prearranged fight. At this time of year there are usually a number of post prom parties and end of term incidents, but these are nothing out of the ordinary.</li> </ul>	
3.	<p><b>CHIEF OFFICER MEETING / EXECUTIVE BOARD – UPDATE</b></p> <ul style="list-style-type: none"> <li>There had been no Executive Board since the last holding to account.</li> <li>Saving plan proposals had been the focus of discussion at the chief officers 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. Putting victims and survivors first – victim satisfaction</b> <i>There has been a considerable increase in satisfaction in South Worcestershire and an increasing trend in the other policing areas except for Telford &amp; Wrekin.</i></p> <ol style="list-style-type: none"> <li><i>Can the CC give reassurance that the interventions to improve satisfaction are understood across all policing areas and that learning from best practise is identified and disseminated?</i></li> <li><i>Can the CC provide an update on how the force intends to monitor victim satisfaction following changes to the mandated Home Office survey requirements? How will the CC ensure these changes will best increase the understanding of victim satisfaction?</i></li> </ol>	

	<p><b>Findings:</b></p> <p><b>Q1.</b></p> <ul style="list-style-type: none"> <li>• Intrusive and robust management has occurred in areas such as South Worcestershire which have seen increased victim satisfaction levels, but it is hard to maintain high levels of personal supervision and the challenge will be sustaining it. Supervision and messages from the top need to be enforced in areas with lower victim satisfaction such as Telford.</li> <li>• The PCC questioned whether learning is used to change behaviours rather than having to enforce it through supervision. The important thing is to provide a consistent service to victims, fluctuations in satisfaction suggest otherwise.</li> <li>• The CC said they had worked hard to get the leadership model right. He wants consistency in leadership with the right people in the right roles understanding and doing what’s expected of them. This includes putting the same consistent messages out.</li> <li>• The Chief Superintendents are in place to ensure Superintendents are applying organisational learning and not assuming that as their own policing area is different from the next the same things don’t apply.</li> <li>• Telford has seen a decline in victim satisfaction, but the CC is confident that in the next three months all areas will see an improvement.</li> </ul> <p><b>Q2.</b></p> <ul style="list-style-type: none"> <li>• The mandated requirements have been removed by the Home Office and a review of what should be measured is underway.</li> <li>• An initial piece of work had been at a tactical level but it is important to understand how victims move through the process – how they are contacted, informed and feel valued.</li> <li>• There needs to be a quality of service for all victims and the new survey needs to help officers and staff do their job better.</li> </ul> <p><b>Actions arising:</b></p> <p>The review findings and proposals for future surveys to be shared with the PCC when complete.</p>	<p>DCC</p>
	<p><b>2 Building a more secure West Mercia – domestic burglary</b></p> <p><i>Can the CC give reassurance that the continued trend of domestic burglary being high in Telford &amp; Wrekin, based on the offences per 1000 population measure, is fully understood by the force and appropriate priority is being given to address this?</i></p> <p><b>Findings:</b></p> <ul style="list-style-type: none"> <li>• Telford had been an outlier from February through to April. A number of prison releases and individuals moving into the area from an adjoining force had caused the spike. The Integrated Offender Management (IOM) team and the proactive burglary team had worked quickly and well together to identify the individuals and gather evidence. As a result the offending had been stopped.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Often such spikes in crime are as a result of prison releases, or offenders moving into an area. Maintaining good cross border intelligence is important to try and head such spikes off before they occur.</li> <li>• The performance reports highlight to local area commanders that there is a problem, and over two to three months the narrative in the report should change to reflect any activity put in place to address the problem.</li> </ul> <p><b>Actions arising:</b> There were no actions arising.</p>	
	<p><b>3 Building a more secure West Mercia – cyber crime</b></p> <ol style="list-style-type: none"> <li>1. <i>What reassurance can the CC give that the use of cyber crime markers accurately reflects the volume of cyber crime offences occurring within West Mercia?</i></li> <li>2. <i>Does the organisation fully understand when it is appropriate to use these markers?</i></li> </ol> <p><b>Findings:</b></p> <ul style="list-style-type: none"> <li>• The CC is reassured that officers and staff have an understanding of what should or shouldn't be tagged as cyber. The understanding is growing and the force is getting better at it.</li> <li>• There is a cyber strategy in place with supporting activity to deliver on the strategy.</li> </ul> <p><b>Actions arising:</b> Cyber crime to be brought back to the September 2017 meeting</p>	
	<p><b>4 Reforming West Mercia – Traffic Processing Management Unit</b></p> <ol style="list-style-type: none"> <li>1. <i>Can the CC provide details of current performance levels and any performance standards or targets relating to the TPMU?</i></li> <li>2. <i>Is the CC confident that this delivers the appropriate level of service to members of the public?</i></li> </ol> <p><b>Findings:</b> The CC was unable to provide an answer to these questions.</p> <p><b>Actions arising:</b> CC to provide the PCC with answers to the questions put.</p>	<p>CC</p>
<p><b>4b</b></p>	<p><b>DELIVERY OF STRATEGIC INITIATIVES:</b></p>	
	<p><b>Athena</b></p> <p><i>Can the CC provide reassurance that now he has announced a go live date for Athena that this date will be met and that efficiency and effectiveness will be achieved?</i></p> <p><b>Findings:</b></p> <ul style="list-style-type: none"> <li>• The announcement of the go live date was only made once the CC was</li> </ul>	

	<p>confident the date would be met.</p> <p><b>Actions arising:</b></p> <p>There were no actions arising.</p>	CC
4c	<p><b>HMIC INSPECTION PROGRAMME / MATTERS ARISING FROM THE SERVICE IMPROVEMENT BOARD (SIB)</b></p> <p>No items.</p>	
5.	<p><b>AOB:</b></p> <p>Potential fire governance changes were discussed.</p>	
6.	<p><b>DATE OF NEXT MEETING</b></p> <p>10:00 30 June 2017</p>	ALL