

Monthly Assurance Meeting June 2017 – Meeting Notes

Date: Friday 30 June 2017 @ 10:00
 Chair: John Campion
 Minutes: Jackie Irvin, Policy Officer, OPCC
 Venue: PCC Conference Room – Hindlip

	Name:	Capacity:
Attendance:	John Campion	Police and Crime Commissioner (PCC)
	Tracey Onslow	Deputy Police and Crime Commissioner (DPCC)
	Anthony Bangham	Chief Constable (CC)
	Amanda Blakeman	Deputy Chief Constable (DCC)
	Insp. Ian Wall	PCC's Staff Officer
Apologies:	Andy Champness	Chief Executive for the Police and Crime Commissioner (CEX)

1	OUTSTANDING MATTERS / ITEMS BROUGHT FORWARD	
1a	<p>Action arising from the April 2017 meeting:</p> <p>4a Reassuring West Mercia's Communities – Public Confidence</p> <p><i>DCC to provide an update on the confidence work to the July holding to account meeting. (Item brought forward as requested by DCC)</i></p> <p>Update:</p> <ul style="list-style-type: none"> • A series of workshops have been held to help identify key areas for a draft strategy, which will be presented at the Chief Officers meeting (COM). Key areas identified include police effectiveness and fairness in the community and internal fairness. • A delivery plan will be drawn up to implement the strategy with a tactical group in place to oversee delivery. It will also be a focus of a future performance management group. • There are opportunities to progress some joint work with the OPCC. • The DCC is confident that this will be a project that delivers what is needed to improve confidence. <p>Actions arising:</p> <p>There were no further actions arising.</p>	ACTION

<p>2a</p>	<p>OPERATIONAL AND REPUTATIONAL OPPORTUNITIES AND RISKS</p> <ul style="list-style-type: none"> • There have been a number of recent fatal road traffic collisions (RTC's). Some have been the result of motorcycle incidents, which are more prevalent at this time of year another was a 19 year old male who walked in front of a vehicle after drinking. Numbers continue to be monitored. • A suspect is being held in custody for the recent murder of a man in Shropshire. The PCC had received a separate briefing on this investigation. 	
<p>2b</p>	<p>CC ITEMS Telford Performance / North Worcestershire burglary</p> <ul style="list-style-type: none"> • Both these issues are highlighted in May's monthly performance report and have been subject to previous holding to account sessions. • Telford has higher crime volumes across a number of crime types when looked at on a per thousand population basis. Some work is to be done to understand why this is happening and whether the current policing model is right for the area. • North Worcestershire borders the West Midlands and has felt the impact of organised crime groups from the West Midlands operating in the area, often with the potential to use higher levels of violence than usual. Work is being done to ensure the Regional Organised Crime Unit (ROCU) are engaged and involved as appropriate and that proactive policing is being used to address high harm burglaries. • Reassuring the community - the PCC commented that South Worcestershire seem to be very active on social media and good at telling people what they are doing, whereas North Worcestershire don't seem to capitalise on it as much. The CC confirmed communications and using social media was a constant discussion with the Chief Superintendents. Corporate Communications are there to help and support areas where there is less confidence in using social media tools. <p>Actions arising: There were no actions arising at the meeting, however the CC and PCC have since agreed that Telford policing performance should be subject to a dedicated holding to account session on a date to be agreed.</p>	
<p>3.</p>	<p>CHIEF OFFICER MEETING / EXECUTIVE BOARD – UPDATE Chief Officers have signed off a data mining tool to go live with Athena when it is launched in September.</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 – public order</p> <p><i>a. Is the CC confident that the force understands the drivers behind the statistically significant increases in public order being recorded?</i></p> <p><i>b. Can the CC provide reassurance that the reported corresponding</i></p>	

	<p><i>increase in alcohol related offences is understood and being appropriately addressed?</i></p> <p>Findings:</p> <ul style="list-style-type: none"> Improving crime recording practises are the main reason for the increase in public order offences. The CC is reassured that a rolling programme of crime recording auditing has caused the spike rather than any changes in community tensions or local issues. Implementing learning from crime data integrity inspections has also had an impact. The most important thing remains to get the service to victims' right, rather than the crime recording as the latter can be amended after. Hereford's public order figures have not gone up. Here a proactive approach to licensing and an opportunity to design out some of the causes of crime when a new city centre development were built has contributed to this. Whilst there will always be a subjective element to crime recording Athena should make a difference. There has not been a change in PCC commissioning as a result of any potential reduction in partner referrals for alcohol services. <p>Actions arising:</p> <p>There were no actions arising.</p>	
	<p>2. Building a more secure West Mercia – possession of weapons</p> <p><i>a. Can the CC give reassurance that the significant increase in the possession of weapon offences (whilst small numbers) is understood by the force?</i></p> <p><i>b. Can the CC provide reassurance that appropriate activity is being undertaken to address the increases and provide reassurance to West Mercia's communities on the issue?</i></p> <p>Findings:</p> <ul style="list-style-type: none"> The small number of offences means it is possible to understand and know the detail of each individual offence. Telford is the predominate area for possession of weapon offences. There is no related increase in people being stabbed as the weapons are being taken off the street before they are used. When weapons are used it mainly as a result domestic abuse taking place in the home. The majority of police stop and searches relate to drug offences, very few involve weapons. <p>Actions arising:</p> <p>There were no actions arising.</p>	
	<p>3. Building a more secure West Mercia – malicious communications</p> <p><i>Can the CC provide reassurance that proportionate effort is being given to manage the continuing increase in malicious communication offences that are being recorded?</i></p>	

	<p>Findings:</p> <ul style="list-style-type: none"> • The response is proportionate and generally at a low level. The THRIVE risk assessment process is used to identify any vulnerable victims. In these cases the response would be escalated. • Malicious communications do drive some of the demand through the operational communications centre (OCC). A specific piece of work is being undertaken around the demand impact of malicious communications and cyber crime on the OCC including improving community messaging. • The National Crime Agency takes the lead on influencing international companies rather than local forces. <p>Actions arising:</p> <p>CC to feedback the headline results of the malicious communications / demand work to the PCC when completed.</p>	CC
	<p>4. Reassuring West Mercia’s communities – business crime</p> <p><i>a. 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> <p><i>b. Following a sustained period of stable volumes of recorded business crime there has been a recent uplift. Can the CC give reassurance that the exceptional volume of business crime in most parts of the force area is understood and that the force is appropriately tackling this issue?</i></p> <p>Findings:</p> <ul style="list-style-type: none"> • There has been a lot of investment into rural and business crime, resulting in more confidence in rural areas where more people are now reporting crimes, however there is still a lot of work to be done with business communities. • The THRIVE assessment process doesn’t really fit with business crime and it is important to get the resulting investigation of a business crime such as burglary right. • Both Telford and Herefordshire appear to have had some limited success at reducing business crime. In both these areas there are new shopping centres which have designed out some of the issues. In Kidderminster local police have done a lot of work with businesses on the retail parks, but the relationship needs to continue rather than be initiatives. • Business crime volume is understood. Shoplifting now accounts for 39% of all business crime and there has also been an increase in making off without payment. • The PCC would be interested in ‘picking off’ some of the volume items, but would need some steer from the force as to what to address and put a targeted programme in place. • From September there will be a PCC funded rural and business post in each of the five local policing areas, based in the harm hub. The PCC is also exploring an opportunity to have a business specialist based in 	

	<p>the OCC.</p> <p>Actions arising:</p> <p>There were no actions arising.</p>	
	<p>5. Reforming West Mercia – 999 call handling</p> <p>In October 2016 call handling performance was subject to a special holding to account meeting and has since featured at holding to account meetings and informal discussions between the CC and PCC.</p> <p><i>a. In October the CC gave a commitment to prioritise the 999 emergency service. How can he reconcile current performance with this commitment?</i></p> <p><i>b. Simple analysis of weekly 999 call handing figures suggests that the performance of this essential service is driven by fluctuating demand rather than by the proactive management of the service. Would the CC agree with this analysis?</i></p> <p>Findings:</p> <ul style="list-style-type: none"> • The 101 service should be flexible and response reduced if it is required to support 999 demand. It is an ongoing challenge to keep reinforcing the message that 999 is always the priority, a cultural change is needed. • Over the last year there has been a 3% increase in the volume of 999 calls and a 7% increase in 101 calls, however increases in demands such as seasonal fluctuations result in a drop in performance. • Calls are taking longer and are more complex with the risk assessment requirements now in place. • This performance is not acceptable and it can't wait for the new OCC, it needs to be sorted now. The dips in performance aren't reflected in Warwickshire, nor do they have the same abandon rates and yet they are managed by the same people • There is an old telephony system in use which works, but doesn't allow for 101 calls to be put on hold to allow 999 calls to be picked up. This was one of the reasons the new OCC programme was needed. • There has been work done to reduce demand on the OCC including moving missing persons to the Crime Bureau, temporarily suspending the 'contact us' facility and a range of initiatives to reduce internal demand. • A Contact Management Strategy is in place and it will be for local police commanders to ensure personnel use it • OCC managers had predicted that in the coming months they will achieve a 86% to 87% rate for answering 999 calls within 10 seconds. Chief Officers have told them this is not good enough and they need to be in a position to be able to predict 94% to 95%. The OCC need to accept that 90% plus is the norm. • There is no further support the PCC can give, the CC is confident that levels won't drop back to previous levels and the new ACC for local 	

	<p>policing has quickly got a grip on it.</p> <p>Actions arising:</p> <p>If available the ACC for local policing is to attend the July holding to account meeting to provide an update on the current position.</p>	
4b	DELIVERY OF STRATEGIC INITIATIVES:	
	<p>1. Transformation Programme</p> <p>a. Mobile Working Programme</p> <p>b. Data network and desktop roll out</p> <p>An update to be provided on progress, delivery, lessons learned and realisation of benefits of these two projects</p> <p>Findings:</p> <p>The roll out of the smart phones has met with a very positive reaction from officers. A comprehensive update had been provided at the Alliance Governance Group meeting and it was agreed no further discussion was needed at this meeting.</p> <p>Actions arising:</p> <p>There were no actions arising.</p>	
	<p>2. Fleet management – hire cars</p> <p><i>Can the CC give reassurance that there is an appropriate performance management regime around the deployment and ongoing use of hire cars across the force?</i></p> <p>Findings:</p> <ul style="list-style-type: none"> • The PCC's office had completed a good piece of analysis into the use of hire cars which had exposed two main issues:- <ul style="list-style-type: none"> ○ Centrally the costs and use of cars was known but no action taken to escalate any concerns or raise questions and; ○ There had been a heavy reliance on local commanders to manage their own areas use of cars but there was no overall governance in place to question the efficiency. • The use of hire cars is an accepted part of fleet management. In future telematics will provide a greater understanding of fleet use and any subsequent hire car requirements. • The ACC for local policing is working with the Superintendents and Head of Fleet to implement an escalation process to ensure there is a more efficient use of hire cars. <p>Actions arising:</p> <p>There were no actions arising.</p>	
4c	<p>HMIC INSPECTION PROGRAMME / MATTERS ARISING FROM THE SERVICE IMPROVEMENT BOARD (SIB)</p> <p>The PCC had attended the recent HMIC hot debrief with Chief Officers on the 2017 PEEL Legitimacy inspection.</p>	

5.	AOB: The Ofsted inspection report for Worcestershire had raised concerns about interactions between partners. The police have an important role in the safeguarding of children.	
6.	DATE OF NEXT MEETING 10:30 on 25 July 2017	ALL