

Monthly Assurance Meeting July 2017 – Meeting Notes

Date: Tuesday 25 July 2017 @ 10:30
 Chair: Tracey Onslow
 Minutes: Jackie Irvin, Policy Officer, OPCC
 Venue: PCC Conference Room – Hindlip

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

1	OUTSTANDING MATTERS / ITEMS BROUGHT FORWARD	ACTION
1.1	<p>Action arising from the January 2017 meeting:</p> <p>1a Building a more secure West Mercia – Joint Policing Panel (JPP) <i>An update on JPP to be brought forward to the holding to account meeting in July 2017)</i></p> <p>Update:</p> <ul style="list-style-type: none"> • The force approach has started to improve and a structure of local partner meetings is now in place. Meetings are planned or have started in all local policing areas but overall progress is not as advanced as it could be. • The ACC for protective services is leading on ensuring the right organised crime groups are identified and looked at through this partnership approach. • The PCC's Crime Reduction Board (CRB) could be used to feed in the local work and provide the strategic oversight required. The CRB meets on a quarterly basis and is attended by a range of partners and the police. The ACC or Chief Superintendent will need to determine who to attend the Board on behalf of the five serious and organised crime partnership groups. 	

	<p>Actions arising:</p> <ol style="list-style-type: none"> 1. The CRB will request a presentation at its next meeting on the 22 September on how the local partnership arrangements are progressing in each of the local policing areas, to include an overview of planned activity and outcomes. 2. An update to be brought back to the October holding to account meeting. 	
1.2	<p>Action arising from the April 2017 meeting:</p> <p>1a Putting victims and survivors first –Victim satisfaction</p> <ul style="list-style-type: none"> • <i>Satisfaction and confidence to be timetabled into future holding to account meetings</i> • <i>The update on the rape victim survey results was deferred until July 2017 to further increase the cohort of responses</i> <p>Discussed under item 5a.1.</p>	
1.3	<p>Action arising from the June 2017 meeting:</p> <p>4a.5 Reforming West Mercia – 999 call handling</p> <p>This item has been deferred to the August 2017 meeting to enable the ACC for Local Policing to attend.</p>	
2	<p>OPERATIONAL AND REPUTATIONAL OPPORTUNITIES AND RISKS</p> <ul style="list-style-type: none"> • An operation has taken place in the Cleeve Prior area with partner agencies and a number of arrests made. Social media had been used to raise awareness in local communities and the PCC had been briefed separately. • There has been a disturbance at HMP Hewell. • A number of fatal road traffic collisions (RTC) have occurred. The Safer Roads team will be out in communities as it is important that people are aware the police are interested and concerned about the issue. There is also a welfare issue for the officers involved in dealing with the RTCs. • The CC has been asked a lot about the PCC's current consultation on fire governance. • The CC has been directing concerns regarding the sale of the AB1 number plate to the PCC's office, but has also pointed out that it was a decision of a previous CC not to use it. • The announcement on West Mercia's withdrawal from CMPG had not resulted in any adverse publicity. 	
3.	<p>CHIEF OFFICER MEETING / EXECUTIVE BOARD – UPDATE</p> <ul style="list-style-type: none"> • Executive Board – no issues to report. • Chief Officers meeting had discussed the forthcoming HMIC requirement for all forces to complete an annual Force Management Statement. Some work needs to be done around the business planning cycle to fit with the statement, but it is achievable. 	

4	<p>CC AND DPCC ITEMS</p> <p><i>The CC and DCC wish to raise the issue of unresourced incidents.</i></p> <p>This issue will be addressed as part of August’s holding to account item on call handling.</p>	
5.	<p>HOLDING TO ACCOUNT</p>	
5a	<p>PERFORMANCE AGAINST THE POLICE AND CRIME PLAN</p>	
	<p>1. Putting victims and survivors first / Reassuring West Mercia’s communities – Satisfaction</p> <p><i>a. Overall victim satisfaction is declining. What confidence can the CC provide to reassure the PCC that the Force understands the reasons for this and what is being done to address the issue?</i></p> <p><i>a. Victim satisfaction around hate crime seems to be significantly affected. How is this being addressed</i></p> <p>Findings:</p> <ul style="list-style-type: none"> • Victim satisfaction had been an areas of focus at the recent Force Performance Management Group (PMG) meeting. • Telford and Herefordshire have seen the biggest reductions in victim satisfaction, but other areas have also seen falls in satisfaction. All areas are achieving satisfaction levels over 80%, but the aspirational target level of 90% is some way off. Good practice in South Worcestershire has resulted in improvements in victim satisfaction. • Both Telford and Herefordshire have been relatively poor at victim satisfaction in the past but after becoming a focus of attention had improved. The improvements were not sustained once the focus was removed. Telford in particular is a concern and will be looked at in more detail at the August holding to account meeting. • Integrated victim management (IVM) has been implemented in Warwickshire and has resulted in improved victim satisfaction. IVM began in Telford in July and is to be implemented in Herefordshire as a priority and then in the remaining three policing areas. • Agile working will provide an opportunity to make it easier for the public to contact officers and vice versa. Officers are being encouraged to give out their mobile numbers and to think differently about contacting people through text messages, Whatsapp etc, rather than relying on speaking on the phone. • There isn’t a capacity issue; more a need to utilise the many ways available to manage victims. • Service standards link to the confidence work the DCC is leading. • The overall results from the rape victims’ survey were very positive, but did highlight some issues. For example half of those surveyed didn’t get asked how often they wanted to be contacted. This is a customer service issue and could lead to reduced satisfaction is expectations aren’t managed. 	

	<p>Actions arising: Findings from the rape survey to be shared with the PCC's office</p>	
	<p>2. Reassuring West Mercia's communities – Professional Standards <i>The department is significantly under their target for both recording complaints, and the time taken to finalise complaints. What reassurance can the CC provide that this shortfall is understood and being addressed?</i></p> <p>Findings:</p> <ul style="list-style-type: none"> • The CC is not satisfied with the current performance. • The department has had a restructure and investment, however there are some governance issues coming through which need to be better understood. • Timeliness needs to be addressed and could be dealt with very quickly. • The CC has asked the head of the department for further work to be done. <p>Actions arising: To be brought back to the October holding to account meeting.</p>	
	<p>3. Putting victims and survivors first – Sexual offence re-victimisation <i>15% (38) of victims in June were repeat victims of another sexual offence within the last 12 months.</i></p> <p><i>a. Does the Force understand the victim profile of this small cohort?</i> <i>b. Is the CC confident that we are providing the necessary support and aftercare to victims of sexual offending?</i></p> <p><i>What is being done to ensure we safeguard victims of sexual offending from further harm?</i></p> <p>Findings:</p> <ul style="list-style-type: none"> • The dip sample was of 38 cases, a number of which were historic. The 10 victims with the greatest number of repeat offences were looked at in more detail. • The CC provided reassurance that the profile of victims is understood and indicates some vulnerability, some historical offences and some false reporting. Mental health and or other vulnerability factors were prevalent in many cases. • Harm hub and partnership arrangements are very strong, with good wrap around services. • It is victims who have come into police contact and then continue to be repeat victims who are of the most concern. <p>Actions arising: There were no actions arising.</p>	

	<p>4. Building a more secure West Mercia – Looked after children</p> <p><i>Last quarter saw an increase of 22% of looked after children going missing more than once. Is the CC confident that the Force:</i></p> <p>a. <i>Understands the drivers and has measures in place to address the rise?</i></p> <p>b. <i>Is sufficiently engaged with partners (and they with the Force)?</i></p> <p>Findings:</p> <ul style="list-style-type: none"> • The number involved is low, but it is a high percentage that go missing. • There are local strategic boards in place to take forward management with partners and processes have been improved resulting in lower numbers than last year, however it is acknowledged that there was an uplift in the last quarter. • Seasonal trends do occur but often it is when a new young person moves into an area there can be problems until they have settled into their new surroundings. <p>Actions arising:</p> <p>There were no actions arising.</p>	
	<p>5. Reassuring West Mercia’s communities – Firearms Licensing</p> <p><i>The reduction in outstanding temporary firearms permits is encouraging. What reassurance can the CC provide that the levels will continue to decline and when is the Force expecting to see the backlog cleared?</i></p> <p>The PCC had separately received a comprehensive update on action plan progress and the associated business case for firearms licensing unit and the performance data is looked at on a monthly basis at the AGG meeting. This item was considered dealt with.</p>	
5b	<p>DELIVERY OF STRATEGIC INITIATIVES:</p>	
	<p>No items on the agenda.</p>	
5c	<p>HMIC INSPECTION PROGRAMME / MATTERS ARISING FROM THE SERVICE IMPROVEMENT BOARD (SIB)</p> <p>The joint HMCPSI / HMIC report ‘Living in fear – the police and CPS response to harassment and stalking’ published on 6 July contains a number of recommendations for all Chief Constables.</p> <p><i>Can the CC provide assurance that the recommendations contained within the report are being actioned?</i></p> <ul style="list-style-type: none"> • An action plan has been developed and the recommendations from this report will be managed through the Service Improvement Board. • Following guidance from the College of Policing the recommendation to stop using Police Information Notices (PINs) immediately will be enacted later in the year, once the college has prepared and published guidance on their withdrawal and replacement with Harassment Notices. 	

5.	<p>AOB: West Mercia's proposed withdrawal from the Central Motorway Patrol Group was be discussed further at both the Alliance Governance Group and the Regional Chiefs / PCC's meeting later in the week.</p>	
6.	<p>DATE OF NEXT MEETING 10:30 on 22 August 2017</p>	ALL