

Monthly Assurance Meeting September 2017 – Meeting Notes

Date: Tuesday 26 September 2017 @ 10:30

Chair: John Campion

Minutes: Jackie Irvin, Policy Officer, OPCC

Venue Meeting Room 1.38 – Hindlip

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

1	OUTSTANDING MATTERS / ITEMS BROUGHT FORWARD	ACTION
1.1	<p>Action arising from the May 2017 meeting</p> <p>Building a more secure West Mercia – cyber crime</p> <p>Cyber crime to be brought back to the September 2017 meeting</p> <p>Discharged: dealt with outside of the meeting with a briefing paper</p>	
1.2	<p>Action arising from the assurance meeting held in June 2017 to discuss digital forensics:</p> <p>A progress report will be brought to the monthly holding to account meeting in September (this matter was deferred in August).</p> <p>Update</p> <ul style="list-style-type: none"> • A progress report was tabled at the meeting. • The position is now more positive with increased training and kiosk use as well as a reducing backlog. • The PCC asked for further assurance on the number trained people who are actually using the kiosks as the paper did not make this clear. Previously it was apparent that only a core number of the same people were using them. • The paper also referenced a Digital Forensics Governance Group which should report into the Service Improvement Board (SIB) which is chaired by the DCC. 	

	<ul style="list-style-type: none"> The DCC is to arrange some dip sampling of digital forensics to provide reassurance on the improvements outlined in the paper and to check the number of different people using the kiosk technology. <p>Actions arising</p> <ul style="list-style-type: none"> The DCC to use the next SIB to scrutinise the audit of digital forensics. Findings from the SIB meeting to be brought back to the holding to account meeting in November or December. 	DCC
1.3	<p>Action arising from the August 2017 meeting</p> <p>Building a more secure West Mercia – Telford</p> <p>At the September holding to account meeting the CC is to provide an update on the approach to be taken in seeking to address the issues identified in Telford.</p> <p>Update</p> <p>This was dealt with outside of the meeting with a briefing paper / meeting between the PCC and ACC, when it was still not progressed enough to firm up proposals.</p> <p>Actions arising</p> <p>The scope of the problem and the action plan to address the issue to be brought back to the October meeting.</p>	DCC
2	<p>OPERATIONAL AND REPUTATIONAL OPPORTUNITIES AND RISKS</p> <ul style="list-style-type: none"> Two separate murders were referred to. The CC provided a brief update on the latest position regarding arrests made involving the South Herefordshire Hunt and the possible misconduct of a police officer. The matter would be discussed by the PCC and CC at their next weekly meeting. <p>Road traffic collisions (RTC)</p> <ul style="list-style-type: none"> A fatal RTC involving a family of five had left two children dead and a further sibling and their mother with serious life changing injuries. The driver of the car causing the accident was intoxicated and driving at speed on the wrong side of the road. He had also been killed. The DCC had written to members of the public who had stopped to help at the scene. The PCC was assured that officers attending had been debriefed and given support, which would continue as needed. Department of Transport data is due out soon and will show a national uplift in the number RTC's. Reduced police resources are being put forward as one of the contributory factors. The PCC will consider a future holding to account session around this issue which would also need to address partnership involvement. 	
3.	<p>CHIEF OFFICER MEETING / EXECUTIVE BOARD – UPDATE</p> <ul style="list-style-type: none"> The go live date for Athena has been put back to the 3 October. It is expected that there initially be more work for some people. ICT – the PCC and CC are to meet with ITC leadership. One issue to 	

	<p>be discussed is contingency planning, which has been highlighted following a number of recent IT issues.</p> <ul style="list-style-type: none"> • Finance – chief officers have been updated on the current position. • The PCC commented that the force business plans were due and needed to be discussed at the next chief officer away day as previously agreed. <p>Actions arising</p> <p>The DCC to follow up the business plans and confirm the date of the next away day</p>	DCC
4.	HOLDING TO ACCOUNT	
4a	PERFORMANCE AGAINST THE POLICE AND CRIME PLAN	
	<p>1. Putting victims and survivors first / Reassuring West Mercia’s communities – victim satisfaction follow up</p> <p>Victim satisfaction with <i>follow up</i> is relatively stable, but consistently rated lowest by victims across all four stages and whole experience.</p> <ul style="list-style-type: none"> • Does the force fully understand the reasons for the lower levels of victim satisfaction on follow up? • What measures are being implemented to identify and address the causes? <p>Findings</p> <ul style="list-style-type: none"> • The force know how to improve satisfaction and with intervention can push satisfaction up, but without constant intervention the levels return to a lower level. • Victims coming into contact with the police don’t know what to expect and it is important they understand the service they will receive so that their expectations can be managed. There are minimum service standards, but they are not always what the victim wants. • The force is 7th out of 8 in its family group for satisfaction however the margins between the group members are very small. • There is a disparity in performance with Warwickshire Police, who have higher satisfaction levels. This is believed to be in part as a result of the single county structure in Warwickshire with a command structure that can’t be replicated in West Mercia. • The PCC needed to be reassured that appropriate structures were in place to manage the issue. The structures are in place, the challenge is ensuring the people who need to make it work do so. • Victim satisfaction has been a focus at Performance Management Group. Telford and Herefordshire remain the two areas with lower satisfaction levels. In Herefordshire where satisfaction levels had dropped an audit of processes revealed that some officers were working around the systems. Superintendents and supervisors in all local policing areas (LPAs) need to be more challenging. • Now West Mercia has a dedicated Assistant Chief Constable (ACC), he has more time to assess how things are done differently across the 	

	<p>LPA's, step in where local practises are not good enough and ensure the Chief Superintendents are sharing best practise across the LPA's.</p> <ul style="list-style-type: none"> • The options paper on proposed changes to the satisfaction survey has not been submitted to chief officers yet. • The force has worked with Durham Police and the national lead on victim satisfaction to identify the main influences on satisfaction and measures are being implemented to address the causes. <p>Actions arising:</p> <p>What measures are being implemented to identify and address the causes to be brought back to October HTA. To show what is being done to address the differences across the LPA's</p>	DCC
	<p>2. Putting victims and survivors first / Reassuring West Mercia's communities – repeat victimisation (domestic abuse)</p> <p>Of the 1,032 domestic abuse victims in August, 318 have been a victim of additional DA offences in last 12 months.</p> <ul style="list-style-type: none"> • Can the CC provide reassurance that the integrated victim management process has been implemented consistently across all the policing areas? • How confident is the CC that IVM will bring the desired outcomes? <p>Findings:</p> <ul style="list-style-type: none"> • The IVM implementation has not progressed as far as it should have. Each area has localised and implemented it in a different way, for example in South Worcestershire a small team of officers on restricted duties have led on it whereas in North Worcestershire its seen as '<i>everyone's business</i>'. The ACC is seeking consistency through shared learning, the PCC wants to see consistent outcomes for victims. • IVM does have a part to play in identifying vulnerable people who might become repeat victims, however, many domestic abuse (DA) victims go through the Multi Agency Risk Assessment Conference (MARAC) process, which is more appropriate for high risk repeat DA victims in an ongoing situations. <p>Actions arising:</p> <p>There were no actions arising.</p>	
	<p>3. Building a more secure West Mercia – total recorded crime (TRC)</p> <p>TRC has continued to rise across West Mercia and North Worcestershire has seen a statistically significant increase for 4 consecutive months.</p> <ul style="list-style-type: none"> • Is the CC confident that the drivers behind the increase in North Worcestershire are fully understood? • What actions are being taken to address the increase? <p>Findings:</p> <ul style="list-style-type: none"> • There has been a summer policing plan in place for each LPA. These 	

	<p>are being analysed to see what difference they have made.</p> <ul style="list-style-type: none"> • The increase in total recorded crime (TRC) has been driven by category two crimes such as vehicle crime and shoplifting. The winter policing plans will include a focus around these types of crimes. It will be important to message this correctly as the force priority is to address category one high harm crimes. • The PCC sought assurance that there is not a wider crime issue influencing the increases in TRC and that predictive work is being done to map future changes in TRC. Trends are looked at to enable chief officers to make decisions as to where resources should be. <p>Actions arising: Analysis of the summer policing plans to be reviewed at November’s PMG.</p>	DCC
	<p>4. Reassuring West Mercia’s communities – business crime</p> <ul style="list-style-type: none"> • Is the CC confident that the local policing leads in Shropshire and North Worcestershire understand the significant increases in business crime in their areas? • How confident is the CC that these two areas will be able to address the issues causing the increases? <p>Findings:</p> <ul style="list-style-type: none"> • The CC is confident that the local policing leads understand the increases and will be able to address the issues causing them. • The PCC’s investment in business crime and that of his predecessor is beginning to have an impact. Historically there was a perception that the police didn’t care about businesses, but this seems to be improving and there is more confidence in businesses to report crimes; the indirect consequence is that more crime is being recorded. <p>Actions arising: There were no actions arising.</p>	
4b	DELIVERY OF STRATEGIC INITIATIVES:	
	No items on the agenda.	
4c	<p>HMIC INSPECTION PROGRAMME / MATTERS ARISING FROM THE SERVICE IMPROVEMENT BOARD (SIB)</p> <p>What reassurance can the CC give that the force is now compliant with the National Crime Recording Standards and is fully prepared for a crime data integrity re-inspection by HMICFRS?</p> <p>Findings:</p> <ul style="list-style-type: none"> • The ACC is leading on this to ensure crime recording standards are adhered to across the alliance. • Audits show high levels of compliance, in excess of 90% for some crime types and 100% for rape offences. • Third party reporting, timeliness in some areas and NIR reporting may be picked up as issues and it is anticipated from the experience of other forces that the outcome of the inspection will not be good. <p>Actions arising: There were no actions arising.</p>	

5.	AOB: A former alliance officer who is now an ACC elsewhere has been accused of misconduct.	
6.	DATE OF NEXT MEETING 10:30 on 31 October 2017	ALL