

Monthly Assurance Meeting November 2017 – Meeting Notes

Date: Thursday 30 November 2017 @ 10:00
 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)
	Tracey Onslow	Deputy Police and Crime Commissioner (DPCC)
	Anthony Bangham	Chief Constable (CC)
	Amanda Blakeman	Deputy Chief Constable (DCC)
	Andy Champness	Chief Executive for the Police and Crime Commissioner (CEX)

Apologies:

1	OUTSTANDING MATTERS / ITEMS BROUGHT FORWARD	ACTION
1.1	<p>Building a more secure West Mercia – Telford</p> <p>The initial analytical research has been completed and has been submitted to the Assistant Chief Constable (ACC) for approval.</p> <p>Action arising:</p> <p>Initial research findings to be shared with the PCC before Christmas</p>	
2	<p>OPERATIONAL AND REPUTATIONAL OPPORTUNITIES AND RISKS</p> <ul style="list-style-type: none"> A recent misconduct hearing resulting in the dismissal of an officer had been incorrectly reported by the Daily Mail. This had resulted in some negative comments in the Mail's site. The force had challenged the errors and had received an apology and correction. Local media reports generated by officers attending meetings or proactively engaging with the media, along with social media use are actively encouraged, however there have been examples of officers conveying negative community messages. Both the CC and DCC monitor local media. As part of the media coverage on the Randox forensic issue, the Shropshire Star had published a connected article on Dalian Atkinsons death. There had been an unexplained death in north Shropshire, but it was 	

	<p>not expected to be suspicious.</p> <ul style="list-style-type: none"> • A music teacher and shop owner from Hereford had been indicted of 22 offences against young girls aged under 15. The trial is receiving a lot of local media coverage. • There has been an increase in the number of fatal road traffic collisions (RTC), including the death of a 17 year old Shropshire driver, killed in an RTC on the Staffordshire border. The CC is the national police lead for roads policing and the DCC on burglary. The PCC is keen to support them in these areas and some thought is to be given as to what can be done. • A national exercise on foot and mouth will taking place in spring 2018, starting in Shropshire. <p>Actions arising: The DCC to confirm which officers should be added to the circulation of the PCC’s news summary.</p>	
<p>3.</p>	<p>CHIEF OFFICER MEETING / EXECUTIVE BOARD – UPDATE</p> <ul style="list-style-type: none"> • The head of the cyber unit had provided an update to the Executive Board on the teams’ work, where better education of officers and staff on cyber-crime was discussed. • A number of national thematic reports have been published by HMICFRS and the force’s PEEL legitimacy report is due to be published in the next few weeks. • The Operational Communications Centre (OCC) is to become a standing item on the Executive Board agenda. • The Central Motorway Patrol Group was to be discussed the following day at a regional meeting. 	
<p>4.</p>	<p>HOLDING TO ACCOUNT</p>	
<p>4a</p>	<p>PERFORMANCE AGAINST THE POLICE AND CRIME PLAN</p>	
<p>1</p>	<p>Reforming West Mercia - Athena</p>	
	<p>1. Management Information (MI). Is the CC confident that sufficient MI will be available now that Athena is live in order to enable effective understanding of force performance and allow sufficient strategic oversight?</p> <p>Findings:</p> <ul style="list-style-type: none"> • The CC has requested a Critical Incident Management Meeting (CIMM) be convened for Athena. This will be Chaired by DCC Manners. • The level of management information is now improving and is moving back towards where it was, however there is a backlog of MI in the system and the CC is not confident that the information available is sufficiently current. • Certain management dashboards are no longer available to managers and supervisors as they were previously in CRIMES. This issue has 	

	<p>only emerged since Athena went live.</p> <ul style="list-style-type: none"> • The PCC suggested that some of the people working on the project had been raising concerns for some time, but the perception was those had not been addressed. • West Mercia is the only Athena force that had a comparable system in place pre Athena. Even though CRIMES caused some issues, it had been in place for many years and the force was familiar with its use. Warwickshire had only recently started using CRIMES and may have underestimated the loss of MI in Athena. 	
	<p>2. Investigation Management Unit (IMU) It is recognised that the IMU, as part of the Crime Bureau, is a key component of the Athena ‘process’.</p> <p>Is the CC confident that the IMU is sufficiently resourced to cope with demand? And is the CC confident that the predicted savings from the Crime Bureau will be achieved within the stated timescales?</p> <p>Findings:</p> <ul style="list-style-type: none"> • As Athena is a whole system process the MI backlog is affecting the ability to investigate crimes. • A number of staff have been moved into the IMU on a short term basis and will remain until the backlog has been addressed. • It was agreed that the narrative on the weekly performance dashboard does not explain the current position or provide a timeline of improvement. • At the moment the number of complaints from victims saying they have not been contacted by the police hasn’t increased but this will be monitored. The CC is confident that high risk victims are being identified and passed through the system. • There is uncertainty as to whether the predicted savings can be achieved. Some savings have come from Crime Call Direct but these have already been realised. The timeframe is causing uncertainty and the Unit has also suggested it will need to grow to service demand. 	DCC
	<p>3. Case file quality</p> <p>Since the implementation of Athena there has been a significant reduction in file quality in West Mercia. Can the CC provide reassurance that there are plans in place to improve file quality?</p> <p>Findings:</p> <ul style="list-style-type: none"> • The case building module in Athena is complicated and there have been some interface issues with the CPS systems. • West Mercia’s performance is lower than Warwickshire’s despite the two forces sharing training, processes etc. The CC has expressed his 	

	<p>frustrations with this unacceptable gap to the head of Criminal Justice and the ACC. The ACC is to look at it from a West Mercia perspective.</p> <ul style="list-style-type: none"> • The CC has discussed West Mercia’s performance with the regional head of the CPS. • It is anticipated that file quality will be back to pre-Athena levels by February, with an improving trajectory thereafter. • Consideration will be given as to how to feed criminal justice work into the holding to account programme, which may require others to be involved. 	
	<p>4. Victims</p> <p>Since the implementation of Athena referrals through to Victim Support (VS) have seen a significant drop off in terms of quantity and quality. In order to support our victims of crime it is vital that this service is supported.</p> <p>Can the CC confirm what steps are being implemented to ensure victims receive appropriate referrals?</p> <p>Findings:</p> <ul style="list-style-type: none"> • The quality of information on the system is not yet of the right standard because of the problems inputting information into the system. • Pre Athena, Victim Support were provided with a daily data dump. This has been impacted by Athena. This will form part of the CIMM. <p>Actions arising from Athena items 1-4:</p> <p>The PCC’s Chief Executive to attend the Athena CIMM.</p>	CeX
2	<p>Building a more secure West Mercia – Confidence</p> <p>The recent increase in public confidence in the police is very welcome. Can the CC provide reassurance that plans are in place to ensure that this higher level of confidence is sustained?</p> <p>Findings:</p> <ul style="list-style-type: none"> • There has been an improvement of public confidence in the police and the force is now 4th in its family group. • Ongoing work both internally and externally has had a positive impact but it is not possible to say this is solely the reason for the recent improvement in public confidence. • The CC is both confident that this improvement can be sustained and that the force can move to 1st in its family group. • The PCC considers that people need to be confident that the organisation is listening to them even when the issue is not a police matter. Positive interactions leave a good impression. • The OCC now offer to email advice sheets to callers who ring in with concerns on a range of issues including parking and neighbourhood 	

	<p>disputes. The advice sheets are part of a drive to reduce demand in the OCC. The impact on demand has not been assessed.</p> <ul style="list-style-type: none"> • The Confidence Strategy has been drafted and is awaiting Executive Board approval. A lot of research and development work has gone into the production of the strategy, experts from the College of Policing have been involved and a clear understand of what is meant by 'confidence' has been established. • The strategy is built around four principles of confidence: <ul style="list-style-type: none"> ○ Perceptions of police effectiveness ○ Fairness of personal treatment ○ Level of police engagement ○ Concerns about local levels of crime and disorder • The strategy is split into six theme areas: people; process; partnership; leadership; communications and engagement and performance. A lead has been identified for each theme area and work is underway to develop a performance framework. <p>Actions arising: The draft Confidence Strategy to be shared with the PCC.</p>	DCC
5b	DELIVERY OF STRATEGIC INITIATIVES:	
	No items on the agenda.	
5c	HMIC INSPECTION PROGRAMME / MATTERS ARISING FROM THE SERVICE IMPROVEMENT BOARD (SIB) No items on the agenda	
5.	AOB: The PCC and chief Officers would be meeting to discuss budget proposals later in the day.	
6.	DATE OF NEXT MEETING 10:00 on 19 December 2017	ALL