

Monthly Assurance Meeting December 2017 – Meeting Notes

Date: Tuesday 19 December 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>Reforming West Mercia – Athena (November) Work to identify savings in the Investigation Management Unit is ongoing and should be available in January.</p>	
1.2	<p>Building a more secure West Mercia - Confidence (November) Action arising: The draft confidence strategy to be shared with the PCC. Update:</p> <ul style="list-style-type: none"> • The PCC had received the draft strategy and had fed back some comments. • There will be a series of meetings to develop the strategy. It needs to reach all levels of the organisation, not just managers. • It is recognised that staff won't take it all on board, but it is hoped everyone will seek to achieve a couple of positive actions every day. 	

2	<p>OPERATIONAL AND REPUTATIONAL OPPORTUNITIES AND RISKS</p> <ul style="list-style-type: none"> • HMICFRS's PEEL Legitimacy report had been published, and received limited local coverage. • A former music teacher from Hereford had been sentenced to 30 months for child abuse related offences. • A sexual assault in Worcester had resulted in a rapid identification and arrest of the offender. <p>Call handling:</p> <ul style="list-style-type: none"> • The PCC has not received any complaints regarding call handling in the last 2 months. This reflects an improved service, with 999 levels being maintained and 101 flexed in line to meet priority demands for 999. There is now more confidence that demand is understood and managed and that 999 call performance can be maintained. The team should be pleased with these improvements. • The DCC had asked the service managers to predict six monthly performance which then had exceeded the predicted levels. She has asked them to predict a further six months, but feels they are still being cautious, especially around 101 performance. • There are a number of officers currently working in the OCC. They are all on restricted duties and have been deployed with agreement from the Unions, to cover abstractions while call handling staff are training on the new systems. • There is now much greater use of social media. 	
3.	<p>CHIEF OFFICER MEETING / EXECUTIVE BOARD – UPDATE</p> <p>Executive Board:</p> <ul style="list-style-type: none"> • The Confidence strategy had been agreed. • Expanding the use of locally based level 2 forensic work had been agreed. • The vulnerability strategy was agreed as a concept, but not signed off, as it has moved away from the vision of 'protecting people from harm' to be too focussed on the 'most vulnerable'. 	
4.	<p>HOLDING TO ACCOUNT</p>	
4a	<p>PERFORMANCE AGAINST THE POLICE AND CRIME PLAN</p>	
	<p>Building a more secure West Mercia</p>	
	<p>1. Telford</p> <p>The ACC to provide an update in relation to performance in Telford</p> <p>Findings:</p> <ul style="list-style-type: none"> • The CC considers there may have been too much of a focus on long term plans, rather than gripping the immediate problems as well as long-term planning. It may need a totally new way of operating, which will take time, but while planning for tomorrow there is a need to deal with today's problem's today. 	

	<ul style="list-style-type: none"> • The new policing model will mean that resources can be moved around in a less formalised way than at present. There needs to be a change in attitude that Telford has always been different from other parts of West Mercia. It is for the ACC to manage, but for the Chief Supt and Supt to own it. • A lot of work has been done to identify and understand key performance drivers. Violent crime, with and without injury will be a focus for improved performance, with an aim of reaching an outturn position to place them towards the top of the force family group. • For victim satisfaction the aspiration is to be the best performing local policing area in West Mercia. A plan will be put in place and performance tracked. • The PCC sought reassurance that sufficient focus was being placed on addressing rape and sexual offences as the policing area was the bottom of its family group and nationally 6th highest for rape and 2nd for other serious sexual offences. The CC responded that these areas were being addressed, but had not seen a shift in performance. He expects a tight grip to be kept on these issues. • The CC has been given a commitment that signs of improvement will be under way by the end of March for violence, victim satisfaction, with rape and sexual offences showing improvements within the next 12 months. The CC agreed with the PCC’s request that the performance tracker product would also provide performance projections. • The PCC sought clarity on how the analytical product referred to at November’s meeting is being used as the CC and DCC have been provided with a briefing note on the headline findings. • The PCC is keen that initial spark and impetus to challenge and change the issues identified in the summer is not lost. He has visited Telford and been shown some of the good work put in place around the night time economy but all issues need to be addressed. <p>Actions arising:</p> <ol style="list-style-type: none"> 1. The performance tracker to incorporate projection information 2. The briefing note on the analytical product to be shared with the PCC. 3. At the end of January the CC and PCC to meet with senior leads to be given an update on the current position. 	<p>DCC</p> <p>DCC</p> <p>CC</p>
<p>2</p>	<p>2. Domestic Burglary</p> <p>Domestic burglary has featured at the January, February, March and May HTA meetings. The CC has given assurance concerning the force wide consistency of the application of minimum standards and a process of dip sampling in order to check this process. The CC has also indicated that this process would result in improved outcomes and satisfaction. Can the CC provide reassurance that all of these commitments are in place, and functioning, and what impact have these changes had on performance?</p> <p>Findings:</p> <ul style="list-style-type: none"> • The common minimum standards for response and investigation have 	

	<p>been implemented. A dip sample of 10 burglary dwellings focusing on police response showed that all victims were visited by a police officer on the day of the offence being reported, however the DCC wants this to happen within an hour and also for scene of crime officers to attend promptly when they should be attending. As a result the DCC has rewritten the service levels and this will be mandated for all residential burglaries, excluding outbuildings.</p> <ul style="list-style-type: none"> • Analysis of the types of burglaries and offenders shows that car key burglaries and Asian family gold burglaries are more prevalent in areas such as North Worcestershire which is impacted by nominals from the West Midlands. In Telford nominals tend to be 'local' and often from the Integrated Offender Management (IOM) cohort. • Historically police forces used to have sanction detection rates of around 20%. Now with the exception of S Wales and W Midlands, the nearest equivalent outcome rates are around 5%. The DCC is aspiring to see West Mercia's outcome levels on a par with S Wales which has maintained its outcome level at around the old sanction detection level. • One issue identified is premises which are likely to be the repeat 'victim', rather than the individual. It will be important to go back to doing more prison intelligence work to help identify which offenders are targeting which premises. A shift in police focus towards vulnerability and a change in the sentencing rules means there had been a reduction in this area of police activity. • Informing victims that an offender has been charged or is in prison is an important part of victim resolution and needs to be improved. • North Worcestershire has a PIER plan in place. This is a four stage approach to address prevention, intelligence, enforcement and reassurance. There is daily tasking and intelligence and an ongoing operation is seeking to bring domestic burglaries back in line. Partners and groups such as CMPG are engaged and involved as required. • The PCC was provided with reassurance that demand is not outstripping resources, with between 0-1 domestic burglaries per shift. They have become more complex, but it is for the Superintendents to identify and enforce priorities and be more agile in their approach. The Chief Officers are there to provide direction and to scrutinise: management falls to Chief Supts and Supts. • Victim satisfaction levels are at a high and improving level. Rates were at 80 – 83% for 'whole experience' and are now at 90% for the rolling 3 month average. Latest figures show a 95% satisfaction level, reflecting that the service given is working. • The PCC currently provides funding for the We Don't Buy Crime initiative and wants to see results if the funding is to continue. As the Warwickshire PCC no longer funds the initiative a comparison between the two forces can be made. <p>Actions arising: A plan to project performance for domestic burglary to be developed.</p>	<p>DCC</p>
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	<p>3. Hate crime Hate Crime, and specifically declining satisfaction rates, has been reviewed at the February and October holding to account meetings.</p> <p>Is the CC confident that officers are consistently applying the force policy?</p> <p>Findings:</p> <ul style="list-style-type: none"> • Overall satisfaction rates, not just hate crime, are not where the CC wants them to be and the aspiration to achieve a 90% satisfaction rate remains. A particular issue is the variation in satisfaction levels. • The number of hate crime victims remains low and the CC has asked that each hate crime victim will be given a victim plan. The CC is frustrated that this hasn't happened and that hate crime satisfaction has reduced since previous HTA meetings. • A Hate crime action plan has been produced, but is to be simplified so it clearly states what is expected at every stage. • The PCC questioned whether it would improve in the next three months and then for the following 6 to 9 months. The CC is confident that there will be a trend reversal between January and March, with an improved trajectory in all elements of victim satisfaction across all policing areas along with a significant improvement in the first quarter of 18/19. <p>Actions arising: Hate crime satisfaction performance levels will be reviewed the HTA meeting following the end of the next quarter. (May 2018)</p>	ALL
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: None	
6.	DATE OF NEXT MEETING 10:30 on Tuesday 30 January 2018	ALL