

Monthly Assurance Meeting January 2018 – Meeting Notes

Date: Tuesday 30 January 2018 @ 10:30
 Chair: John Campion
 Minutes: Natasha Noorbakhsh, Policy Officer, OPCC
 Venue: DCC Blakeman's Office – Hindlip

	Name:	Capacity:
Attendance:	John Campion	Police and Crime Commissioner (PCC)
	Tracey Onslow	Deputy Police and Crime Commissioner (DPCC)
	Amanda Blakeman	Deputy Chief Constable (DCC)
	Louise Wall	Staff Officer (SO)
	Andy Champness	Chief Executive for the Police and Crime Commissioner (CEX)

Apologies: Anthony Bangham Chief Constable (CC)

1.	OUTSTANDING MATTERS / ITEMS BROUGHT FORWARD	ACTION
1.1	<p>Reforming West Mercia - Hire Vehicles</p> <ul style="list-style-type: none"> The ACC has undertaken a piece of work with Transport Services and LPA commanders to look at fleet and hire car management. This will set clear parameters in respect of hire vehicles and will reaffirm existing policing and procedures. Management of hire vehicles now forms part of the ACC's quarterly LPA reviews. The latest round of quarterly reviews will be completed by mid-February. <p>Action Arising: The DCC will provide a further update on this work (to include strategy, principles and governance arrangements) at the March 2018 holding to account meeting.</p>	DCC
1.2	<p>Reforming West Mercia – Digital Forensics</p> <p>Action from September 2017:</p> <ul style="list-style-type: none"> The DCC to use the January Service Improvement Board (SIB) to scrutinise the audit of digital forensics. <p>Update:</p> <ul style="list-style-type: none"> Data scrutinised at SIB suggests that there are still a number of 	

	<p>operators who have yet to undertake any kiosk examinations. There are also small backlogs in each LPA.</p> <ul style="list-style-type: none"> • Concerns were raised at SIB in regards to the accuracy of the data. • The DCC has stated that the current position is not acceptable and has requested an update at the next SIB. 	
2.	HOLDING TO ACCOUNT	
2.1	PERFORMANCE AGAINST THE POLICE AND CRIME PLAN	
	Domestic Violence and Abuse (DVA)	
	<p>1. Prevention and Awareness</p> <p>Training Can the DCC provide reassurance that the current vulnerability training gives officers and staff the necessary skills to identify behaviours and make use of available legislation?</p> <p>Response:</p> <ul style="list-style-type: none"> • Frontline officers/staff in West Mercia are currently receiving the one-day College of Policing (CoP) Vulnerability training. • This training does not specifically address the more nuanced aspects of DVA such as coercive control or stalking and harassment. This has been raised by officers. • A second phase of training for DVA is being considered by the Strategic Training Panel. Options include the one day CoP DA Matters training. • The roll out of the Vulnerability training should be completed within the next 3 months. At this point, planning can begin for a second phase of DVA training which should land within the next 12 months. <p>Coercive Control / Stalking and Harassment Coercive control and stalking and harassment offences are significantly under-recorded locally and nationally. Does the Force understand this under-recording?</p> <p>Response:</p> <ul style="list-style-type: none"> • Under-recording may in part be due to the Home Office (HO) primary offence rule, wherein the most serious crime disclosed is recorded. • The HO recording rules need to be revisited to understand whether these offences need to be recorded in a different way. • Athena functionality enables the recording of secondary offences such as coercive control and stalking and harassment. <p>Working with Partners Can the DCC provide reassurance that robust information sharing processes are in place with partners to ensure the Force has an accurate intelligence picture? Is the DCC confident that the Force is going to take the necessary steps to ensure consistent processes are in place across the LPAs?</p> <p>Response:</p> <ul style="list-style-type: none"> • The DVA Threat Assessment identified issues in relation to information 	

	<p>sharing with partners. Some areas are better than others due to local partnership processes.</p> <ul style="list-style-type: none"> • Work is being undertaken by ASI to identify intelligence gaps and share best practice. <p>Can the DCC provide reassurance that SNTs are proactively engaging with partners to identify opportunities for targeted activity and early intervention? The PCC is keen to provide support.</p> <p>Response:</p> <ul style="list-style-type: none"> • The prioritisation of resources at SNT level will allow SNT officers to focus on individuals/families that would benefit from early intervention. • SNT officers will also have greater capacity to undertake structured problem-solving to tackle priorities including DVA. • Communities would benefit from more consistent and structured signposting into services. This work could be supported by CSPs. 	
	<p>2. Actions Following Report</p> <p>OCC</p> <p>Anecdotally, the PCC has heard of positive and negative experiences of reporting DVA through the OCC. Can the DCC provide reassurance that there are processes in place to make sure OCC call handlers have the right training to explore and identify risk?</p> <p>Response:</p> <ul style="list-style-type: none"> • The THRIVE training gives call handlers the skills to identify threat, harm and risk. The DCC is happy with the implementation of the training and processes within the OCC. • There are still issues related to call handlers having to interrogate multiple systems to identify vulnerability. The introduction of SAAB should facilitate this process by bringing all systems to one place. • There is a good supervision system within the OCC. Sergeants have been retained and undertake dip sampling to understand the service levels being provided. <p>How robust is the dip sampling process within the OCC?</p> <p>Response:</p> <ul style="list-style-type: none"> • Dip sampling is undertaken where there is a concern about a specific incident or where there is a complaint. • There is currently an audit of DVA taking place. The scope of this audit includes OCC and calls for service. <p>DASH Risk Assessments</p> <p>There is a suggestion that the standard of information input into DASH assessments is inconsistent and falls below expected standards. Can the DCC provide reassurance that the Force understands this and that the steps being taken will bring improvements?</p> <p>Response:</p> <ul style="list-style-type: none"> • There is an issue in terms of consistency of completion. The MASH teams are spending a considerable amount of time filling in additional information. 	

	<ul style="list-style-type: none"> The quality of information input into DASH assessments will form part of the ASI audit schedule. This audit will enable the Force to understand current gaps and put plans in place. 	
	<p>3. Outcomes Following Report</p> <p>Data suggests that there is inconsistent use of powers / legislation across the LPAs and that this may be linked to local leadership. What is the Force doing to drive consistency? What would success look like in 12 months' time?</p> <p>Response:</p> <ul style="list-style-type: none"> The inconsistency across the LPAs is not entirely understood. This was discussed at January PMG and work by ASI is underway to better understand the discrepancies. Dependant on the outcome of this work, the DCC would like to see the gap between the LPAs narrow. The DCC has asked for additional performance information to be collated (e.g. conversion of DVPNs to DVPOs, victimless prosecutions etc.) to create a comprehensive set of DVA performance measures. The Force will make projections on performance across these metrics for 2018-19. <p>Is the Force aware of evidence-based research in regards to use of powers and legislation?</p> <p>Response:</p> <ul style="list-style-type: none"> The DCC was not aware of specific research on use of powers and legislation. There is lots of academic research on DVA more generally. "Good" in the context of DVA is often defined as increased confidence to report offences. 	
	<p>4. Repeat Victims and Offenders</p> <p>Reduction in use of MARAC</p> <p>MARAC is fundamental in providing a multi-agency response to DVA. There has been a significant decrease in the number of cases discussed at MARAC since December 2016, in spite of a 24% increase in high risk DASH assessments. Does the Force understand this reduction?</p> <p>Response:</p> <ul style="list-style-type: none"> It's believed that the reduction relates specifically to a local triage process that was implemented in South Worcestershire. This triage process involved DAROs making an assessment as to whether a case needed to be referred to MARAC. The strategic lead has liaised with the LPA and given immediate direction that this process should cease. It is anticipated that the number of cases referred to MARAC will return to previous levels. <p>Management Information Post Athena</p> <p>Athena has been picked up at previous holding to account meetings and is currently subject to a CIMM. The PCC remains concerned about the</p>	

	<p>availability and quality of management information post Athena. Is the DCC confident that the right level of operational management information is available to those who need it? Will the re-introduction of a direct crime recording function improve recording of DVA and referrals to support services?</p> <p>Response:</p> <ul style="list-style-type: none"> • Referrals into HAU have been problematic but the majority of issues have now been resolved. • The IMU backlog and problems related to recording of vulnerability (i.e. use of key words) was raised as a major concern at the Athena CIMM in January. • An action out of the CIMM was to re-introduce a direct crime recording function into the Crime Bureau. • The DCC is confident that the recording function will lead to improvements in recording vulnerability factors and ensure jobs are returned to officers' baskets in a more timely manner. • The recording function is likely to be in place for at least 12 months and will be continually assessed. Planned savings in respect of the Crime Bureau will be tracked. <p>Management of Perpetrators</p> <p>The PCC is keen to use the police fund to drive down demand on the service. As such, tackling DVA perpetrator behaviour is a key priority. Worcestershire was chosen as a pilot area for the Drive project. Is the DCC confident that the rest of the LPAs are working with local partners to tackle perpetrator behaviour?</p> <p>Response:</p> <ul style="list-style-type: none"> • The DCC is encouraged by the DRIVE project. Analysis from the project should be used to inform best practice across the LPAs. • Shropshire are considering a different perpetrator programme. However the DCC wants to ensure there is consistency across the Force area. • The strategic lead for DVA will use success factors from DRIVE to create a Force-wide programme. <p>Whilst results from the first phase of the Drive project have been positive, local evaluation of DRIVE may not take place for a number of months.</p> <p>It was noted that pre-conditions for DRIVE (for e.g. information sharing with partners, referral mechanisms and services) exist to varying extents across all LPAs and will need to be created.</p> <p>Actions Arising:</p> <ul style="list-style-type: none"> • The DCC will commission the strategic lead for DVA to identify the pre-conditions required for successful implementation of the DRIVE project and to identify action required to ensure these conditions are met. • The Ch Supts will oversee this work. 	DCC
3.	OPERATIONAL AND REPUTATIONAL OPPORTUNITIES AND RISKS	
	<ul style="list-style-type: none"> • A man has been sentenced to 27 years in prison in connection with the 	

	murder of a man in Halfway House, Shrewsbury. <ul style="list-style-type: none"> An update was provided on a number of live operations. 	
4.	HMICFRS INSPECTION PROGRAMME / MATTERS ARISING FROM THE SERVICE IMPROVEMENT BOARD (SIB)	
	No items on the agenda	
5.	AOB	
	None.	
6.	CONFIRMATION OF NEXT MEETING TYPE / DATE / TIME / VENUE: Performance including satisfaction and confidence. Tuesday 27 February 2018 at 10:30 am, Room 1.38	