Monthly Assurance Meeting March 2018 – Meeting Notes

Date: Tuesday 27 March 2018 @ 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)
	Tracey Onslow	Deputy Police and Crime Commissioner (DPCC)
	Anthony Bangham	Chief Constable (CC)
	Martin Evans	Assistant Chief Constable (ACC)
Apologies:	Amanda Blakeman	Deputy Chief Constable (DCC)
	Andy Champness	Chief Executive for the Police and Crime Commissioner (CEx)

		ACTION
1.	**OUTSTANDING MATTERS / ITEMS BROUGHT FORWARD**	
	Action arising from the January 2018 meeting:	
	Agenda item 1.1: Hire cars:	
	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.	
	Update:	
	A written report was submitted to the PCC prior to the meeting.	
	Actions arising from the February 2018 meeting	
	Agenda item 2.1c: Response	
	ACC to share the findings of the Forces work on unresourced incident levels with the CC and the PCC which includes an indication of 'normal' levels.	
	Update:	
	• The work on unresourced incidents has been completed and an acceptable upper limit for each local policing area (LPA) has been defined. Herefordshire's limit has been defined as 30 whereas it is 40	

	for the other LPA's.	
	• It is expected that initially both Telford and North Worcestershire may exceed their upper limit and it will require all policing areas to become much more flexible with resources within and across LPAs to meet demand. It is the role of the Chief Superintendents to use their oversight to ensure resources are mobilised.	
	• A limit has been defined per LPA, rather than at a force level so that variances are easier to identify. There is an expectation that ethical standards will deter gaming the figures.	
	• It was agreed that the unresourced data provided on the weekly performance dashboard needs to change to provide a better understanding of unresourced incidents.	
	Actions arising:	
	1. The weekly dashboard reports is to be amended to provide more meaningful data on performance against the unresourced action plan	1.ACC
	2. An update to be brought back to HTA in three months.	2.ACC
	3. Unresourced incidents to form part of the regular DPCC / ACC meeting.	3.DPCC/ACC
	Agenda item 2.1d Road traffic collisions	
	1. The CEx to work with the Head of Force Ops to review the SRP governance model and work up proposals to reinvigorate local partner buy in.	
	2. The ACC to review and share the work on which officers can use the drugs testing kits.	
	Update:	
	1. Ongoing	
	2. A written report was submitted to the PCC prior to the meeting.	
2.	**HOLDING TO ACCOUNT**	
2.1	**PERFORMANCE AGAINST THE POLICE AND CRIME PLAN**	
a	**Child Sexual Exploitation**	
	This item had been added to the agenda in light of the recent focus on Telford.	
	The DPCC asked the CC to provide reassurance that intelligence and concerns raised by victims, their families and communities are acted upon by the force. In response the CC and ACC commented:	
	• The scale of the media scrutiny had been intense and leadership had worked hard to provide oversight of the issue.	
	• A dedicated investigation, with an experienced detective inspector (DI) acting as the Senior Investigating Officer (SIO) had been set up to deal with any reports or referrals following the media interest. Strategic investigative management support (PIP4) is also in place.	
	• Intelligence is being looked at daily and assessed closely by partners.	
	• Additional funding had been made available by the PCC and this will	

	most likely go towards Independent Sexual Violence Advisor (ISVA) support.	
	• Consideration is being given to approaching those individuals who were involved in Operation Chalice but who chose not to proceed at the time, however anyone who now comes forward will form part of the investigation.	
	• Since the media interest 8 individuals have come forward and the force are also liaising with a local MP who has stated a number of victims have contacted her directly.	
	• The CPS have been engaged as they have mechanisms enabling them to revisit old investigations.	
	• Resources are at the right level for the CSE team and they haven't got a backlog. Across the force as a whole resource levels are adequate and the way 2 reported CSE incidents were dealt with over the last weekend shows that staff in the control room and elsewhere are very aware of CSE.	
	The PCC asked if the CC is satisfied that the multi-agency safeguarding measures in place are sufficiently robust to protect and support previous, current and potential future victims. The CC / ACC response was:	
	• In Telford there is no evidence to say otherwise and there are good partnership arrangements in place.	
	• The Superintendent Head of Vulnerability and Safeguarding is to undertake a partner / CSE review.	
	• The focus has been on Telford but the ACC is aware the assurance is needed for all the policing areas.	
	• The national Jay Review will be visiting Telford.	
	Other comments made:	
	• The PCC thanked the CC for the involvement provided to the PCC's office which had improved awareness and meant there had been no surprises.	
	• A number of protest marches had now been planned to take place in Telford and planning is underway for the policing of these.	
	Actions arising:	
	The ACC to provide an update in May on the multi-agency safeguarding approach to CSE in Shropshire, Worcestershire and Herefordshire.	
b	**Putting Victims and Survivors First – The Victims Journey** **1. Provision of Victim Support Services** • The PCC asked what he could do to improve the consistency of service commissioned by him. The CC responded that although having one or two approaches would be ideal, the differences in local partnership arrangements often means that approaches to services have to be different in each policing area. The important thing is for the Chief Superintendents to ensure there is a rational approach in each area.	

	The PCC asked if the CC was confident that the quality and quantity of referrals made to Victim Support by officers had sufficiently improved to comply with the Victims' Code of Practice (VCOP). The CC responded: • that there had been a drop off in referrals since the implementation of the Athena ICT system, however victim satisfaction had improved over the same period. • The system processes around referrals formed part of the work being addressed through the Athena Critical Incident Management Meeting (CIMM). Temporary additional resources had been put into the Incident Management Unit (IMU) to manage the backlog and improvements were starting to show. The CC provided assurance that once the additional resources in the IMU are removed performance will be maintained, although there will always be a number of incidents to be processed, which is seen as acceptable daily churn. The DCC is leading on the implementation of the General Data Protection Regulations (GDPR) within force through the Information Management Strategic Board and this includes developing key messages to frontline officers and staff around referral of victims to support services. **Actions arising:** 1. The IMU backlog to form part of the regular DPCC / ACC meeting. 2. IMU backlog to be brought back to a future HTA consolidation meeting 3. PCC to determine who from his office does/should attend the Information Management Strategic Board.	1.ACC/ DPCC 2.CEx 3.CEx
	2. Integrated victim management (IVM) The PCC asked the CC if he was satisfied with the current process for the identification of the IVM which does not involve partner agencies. The CC responded that partners were involved and engaged through management meetings. The PCC asked if the CC was confident that providing an enhanced service to a small cohort of vulnerable victims will lead to increased satisfaction overall. The CC commented: • No, it would not directly lead to an improvement other than in a small group of vulnerable victims, however the indirect impact of IVM is to change the mind set of officers and partners to automatically think about victim care as part of their job which will lead to improved satisfaction. • IVM is being monitored at a strategic level by one of the Chief Superintendents and tactically by one of the LPA Superintendents. They are working with the Analysis and Service Improvement Unit (ASI) to develop some performance data around IVM and satisfaction.	

	Actions arising: 1. The ACC to provide details of multi-agency meetings where potential victims for the IVM cohort are identified. 2. The IVM dashboard being developed by ASI will be shared with the PCC when complete.	1.ACC 2.ACC
	3. <u>Service provision</u> The force does not have lots of systems and processes for officers to follow to ensure compliance with the Victims' Code of Practice as it is regarded as part and parcel of the work of officers. **Actions arising:** None	
	4. **<u>Attaining outcomes</u>** Whilst recognising the recent progress made to address the poor standard of files being submitted to the CPS the PCC sought assurance that newly promoted supervisors receive support and training to provide necessary guidance to their staff on file quality. The CC responded: • Individuals are being promoted because of good operational skills, but it is should also be important that they have good all round performance skills, including building files. • Supervisors shouldn't need additional training. • There are a series of road shows taking place across the force area with the Criminal Justice team to improve file quality. • Other forces, including the best performing may use supervisors, but it may be better to look at other more comparably complex forces such as Thames Valley or Avon and Somerset. • The Local Criminal Justice Board (LCJB) meeting is a constructive forum for discussing issues affecting CJ partners and it clear that there are performance issues affecting other CJ partners. This meeting would benefit for from more simplified data. The PCC asked if the CC is confident that the force understands the disproportionate use of outcome code 16. The CC responded: • This issue had been flagged up the previous year by HMICFRS. It was being worked on but the CC was concerned that not enough initial progress had been made. This was now being addressed the Service Improvement Board. **Actions arising:** 1. File quality to form part of the regular DPCC / ACC meeting. 2. DPCC and ACC to work with Chair of LCJB to simplify the data presented to the Board 3. Work on outcome code 16 for SIB to be reported back to CC and PCC	1.ACC/ DPCC 2.ACC/ DPCC/ CEx 3.CC

2.2	**HMICFRS inspection programme / Matters arising from the Service Improvement Board (SIB)**	
	HMICFRS' PEEL Effectiveness 2017 report, published on the 22 March 2018, will be subject to closer scrutiny at April's holding to account meeting.	
3.	**OPERATIONAL AND REPUTATIONAL OPPORTUNITIES AND RISKS**	
	• The outcome of the IOPC investigation into the death of Dalian Atkinson remains outstanding. • A documentary programme has been made on the murder of Georgia Williams, but is yet to be broadcast.	
4.	**CHIEF OFFICER MEETING / EXECUTIVE BOARD - UPDATE**	
	No items to update	
5.	**AOB** None	
6.	**CONFIRMATION OF NEXT MEETING TYPE / DATE / TIME / VENUE:** • HMICFRS PEEL Effectiveness 2017 • Thematic – Offenders Tuesday 24 April, 10:30 am in Meeting Room 1.38	