

Monthly Assurance Meeting May 2018 – Meeting Notes

Date: Tuesday 29 May 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)
	Anthony Bangham	Chief Constable (CC)
	Martin Evans	Assistant Chief Constable (ACC)
Apologies:	Tracey Onslow	Deputy Police and Crime Commissioner (DPCC)
	Amanda Blakeman	Deputy Chief Constable (DCC)
	Andy Champness	Chief Executive for the Police and Crime Commissioner (CEX)

1.1	OUTSTANDING MATTERS / ITEMS BROUGHT FORWARD	ACTION
	<p>Action arising from the December 2017 meeting:</p> <p>Agenda item 4a.3: Hate Crime</p> <p>Hate crime satisfaction performance levels will be reviewed at the HTA meeting following the end of the next quarter.</p> <p>Update:</p> <ul style="list-style-type: none"> • There has been a focus on this but this is not yet reflected in all the local policing areas. Telford in particular has shown some good results whereas there has been a decline in Worcestershire, resulting in a north/south split across the force area. • The PCC asked if the underlying reasons for satisfaction were yet fully understood and was told that the mistake had been to try and compare with Warwickshire and that it is more important to understand Telford's stronger performance. • The PCC asked if the CC was happy with progress made will all satisfaction not just hate crime satisfaction. The CC responded that the focus had led to greater stability and a tighter grip but the lower performing areas need to be at levels comparable with the better ones. • The PCC commented that 'follow up' seemed to have been declining, 	

	<p>despite being a key area of satisfaction. The ACC responded that that the emphasis on follow up had meant that on occasion it was almost being overdone to the point where a victim of crime could be contacted multiple times.</p> <ul style="list-style-type: none"> • It is the people applying the process who need to own it and take personal responsibility for it rather than thinking of it as an organisational issue and it will remain a focus of activity. • The ACC has tasked the Chief Superintendents (Ch Supts) with reality testing to ensure to processes are in place and being applied consistently and a quick time review is being undertaken, including looking at other forces to try and understand why the changes have not resulted in improvements. • The PCC asked if there was anything he could do to assist and the CC suggested that he could be another independent contact to ask victims why they are or aren't satisfied with the service provided by the police. <p>Actions arising: It was agreed that hate crime satisfaction would be brought back to the meeting in November.</p>	
<p>1.2</p>	<p>Action arising from the March 2018 meeting</p> <p>Agenda item 2.1a: Child sexual exploitation</p> <p>The ACC to provide an update in May on the multi-agency safeguarding approach to CSE in Shropshire, Worcestershire and Herefordshire.</p> <p>Update:</p> <p>A briefing note on the approach to CSE in Shropshire, Worcestershire and Herefordshire had been circulated prior to the meeting. The ACC confirmed that from this review he is confident that CSE is a priority between the police and partners and that an appropriate level of resource is in place.</p>	
<p>2.</p>	<p>HOLDING TO ACCOUNT</p>	
<p>2.1</p>	<p>PERFORMANCE AGAINST THE POLICE AND CRIME PLAN</p>	
<p>a</p>	<p>Confidence</p> <p>The latest confidence data shows a general decline in performance. The confidence strategy has been put forward as the framework through which the force will drive long-term improvements in this area.</p> <ol style="list-style-type: none"> 1. <i>Can the CC provide an update on the implementation of the action plans that sit behind the confidence strategy?</i> 2. <i>How will successful delivery of the strategy be measured and what are the timescales for anticipated improvements in performance?</i> <p>Findings:</p> <ul style="list-style-type: none"> • The DCC is the force lead for confidence and a lot of work has been done to develop a strategy and this needs to have an impact on the 	

	<p>public. An action plan has been developed for each of the four key pillars.</p> <ul style="list-style-type: none"> • Communications and engagement is one of the areas within the strategy and to improve engagement with communities all mobile telephone numbers for the local policing teams had been published and promoted via local media. This had generated a lot of positive feedback and media coverage. • Since the introduction of local media single points of contact (SPOCs) social media had improved and the force are able to keep local media better briefed. • Local community priorities on the website had not been updated prior to the neighbourhood policing promotional work, which was disappointing but also highlighted that improvements could still be made. • The PCC questioned whether the force truly had a sense of what is troubling communities. The CC responded that the quarterly reviews provided an opportunity to check and challenge with local superintendents (Supts). It is important that the confidence strategy is not seen as a centrally led policy which people have to follow and needs the Supts and local leaders to be proactive. The PCC said it was important that local safer neighbourhood teams (SNTs) feel empowered to take action and address local issues. • Tracking activity within the four actions plans supporting the confidence strategy is done via a quarterly confidence meeting. Each action has an identified lead, agreed timelines and is RAG rated. <p>Actions arising:</p> <p>The CC to share the confidence actions plans with the PCC following which the PCC and CC will agree whether any action is required to be brought back to a future holding to account meeting.</p>	
<p>b</p>	<p>Satisfaction</p> <p>At force-level, there has been no significant improvement in victim satisfaction since its focus at the May 2017 holding to account meeting. However, notable improvements have been seen across Herefordshire, Shropshire and Telford.</p> <p><i>Discussion at PMG suggests that there is still no force-wide approach to victim satisfaction. Can the CC provide reassurance that evidence of best practice across the LPAs is being utilised to develop a consistent approach to victim satisfaction?</i></p> <p>Findings:</p> <ul style="list-style-type: none"> • The PCC asked for reassurance that when one area is doing something well that it is being picked up and shared across all LPAs. The CC responded that the erratic satisfaction levels of the previous year had gone and satisfaction was more stable, reflecting the tighter grip which is now in place. • The approach to Integrated Victim Management (IVM) had not been 	

	<p>consistent, but was now the same in each area with clear processes in place and there is a continued focus on understanding and sharing improvements.</p> <ul style="list-style-type: none"> The victim satisfaction telephone survey had been amended in April 2018 and now has less questions. The impact this will have had on reported victim satisfaction is not yet known. <p>Action arising: Satisfaction to be brought back to the November holding to account meeting.</p>	
<p>c</p>	<p>Shropshire 2017/18 performance</p> <p>The latest quarterly performance report provides a year-on-year comparison of crime volumes across the LPAs. In the context of this data, Shropshire has been identified as an outlier, with a notable increase in recording across a wide range of offence/ incident categories.</p> <ol style="list-style-type: none"> <i>Does the force understand the underlying causes of the increased recording in Shropshire?</i> <i>Is the CC confident that local plans are in place to address the uplift in offending?</i> <p>Findings:</p> <ul style="list-style-type: none"> Shropshire LPA is not an outlier on a 1000 population basis, but it has seen a deterioration compared to its own previous performance. The reasons for the deterioration are not fully understood, but it is out of line for some crime types compared to other LPAs. The Chief Supt has been tasked with ensuring any issues identified are addressed by the Supt and his command team which has recently changed. 	
<p>d</p>	<p>Athena</p> <p>The impact of Athena on data quality has been discussed at three previous HTA meetings and is subject of a CIMM. Despite various interventions, there is still a notable reduction in the use of 'vulnerability' key words compared to volumes recorded prior to the introduction of Athena.</p> <ol style="list-style-type: none"> <i>Can the CC provide an update on the interventions currently in place (abstraction into IMU / introduction of direct crime recording function) and provide reassurance that these interventions have had a positive impact on data quality?</i> <i>What (if any) further steps are being taken by the programme team to address the issues raised regarding the use of vulnerability key words?</i> <p>Findings:</p> <ul style="list-style-type: none"> The PCC asked for reassurance that the interventions in place were having an impact on data quality. The CC responded that the direct recording function had seen an increase and lots of training had been done to ensure key words were being used correctly. 	

<p>e</p>	<p>Domestic violence and abuse</p> <p>The quarterly performance report provides data in respect of DVA volumes, DVPN volumes and cases discussed at MARAC. At the January HTA meeting, the DCC stated that additional performance information in respect of DVA would be collated moving forward to provide a comprehensive set of DVA performance measures. It was further stated that the force would make projections on performance across these metrics for 2018/19.</p> <p><i>Can the CC provide an update on progress in respect of the development of this suite of measures and projections?</i></p> <p>Findings:</p> <ul style="list-style-type: none"> • The position envisaged in January has not been achieved and there is still work in progress. The Analysis and Service Improvement (ASI) department are working with the service lead and data sets have been developed, but they are not yet in a useable format. • There is no specific time frame attached to the work as developing a quality data set of measures with partners will take time. <p>Actions arising:</p> <p>Bring back to the June HTA with a clear timescale of when the performance measures will be ready. It was also agreed the action could be addressed outside the meeting.</p>	
<p>f</p>	<p>Call handling</p> <p>The force predicted that 999 call handling performance in the last quarter of 2017/18 would be maintained above the 90% standard. However the latest data shows that despite a reduction in demand, performance fell below both the expected position and the minimum standard.</p> <p><i>Can the CC provide reassurance that the force understands the factors underlying the recent deterioration in performance compared to the expected position?</i></p> <p>Findings:</p> <ul style="list-style-type: none"> • The PCC commented that the force could be proud of the improved Operations and Communications Centre (OCC) performance which had occurred following intervention, however the last few weeks has seen a marked deterioration. While he could accept a reduction in 101 performance to protect 999 call handling, both had seen a reduction and he required reassurance that everything would be done to protect 999 performance. • The CC responded that monitoring processes introduced following the holding to account focus last year meant that it wouldn't be allowed to go back to previous performance levels and chief officers had made clear 999 performance was a priority. In addition predictive planning for future demand over the summer had been done to ensure plans are in place to manage any uplift in demand. • Across the West Mercia Police and Warwickshire Police alliance call handling service there are currently 72 posts which are not fully functional. Of these 27 are vacant and whilst the remainder have been filled a number of these post holders are subject to vetting or are in classroom training. Some are now in the call handling centres, but 	

	<p>working under a mentor as part of their training.</p> <ul style="list-style-type: none"> • The ACC has asked for a group to be set up to oversee the OCC and to put measures in place to deal with the short term resource issues. • The CC does not want to see a continued decline in performance and voiced his concerns that the resource issue was being felt more by West Mercia. He wants vetting to be a priority and for the classroom training capacity to be increased. He also assured the PCC that he would be asking for the weeks where there had been a dip in 999 performance to be analysed so there was understanding of the cause and any preventative measures needed to stop it happening again. <p>Actions arising: The PCC and CC to discuss at their weekly meeting.</p>	
<p>2.2</p>	<p>HMICFRS inspection programme / Matters arising from the Service Improvement Board (SIB)</p>	
	<p>Crime data integrity was last raised in September 2017 when it was stated:</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><i>What reassurance can the CC give that Athena has not adversely impacted on crime recording standards and that the force is fully prepared for a crime data integrity re-inspection by HMICFRS?</i></p> <p>Findings:</p> <ul style="list-style-type: none"> • Athena should not have affected the recording of incidents. • A crime data audit had been undertaken recently and identified conversion was around the 94% level. The aspect requiring improvement is the timeliness of conversion which is currently around 64% in 24 hours. • The PCC queried how the force would fair if inspected today. The CC was reassured that the audit team felt the force was satisfactory, but he was concerned that a number of forces had not fared well on re inspection. 	
<p>3.</p>	<p>OPERATIONAL AND REPUTATIONAL OPPORTUNITIES AND RISKS</p>	
	<ul style="list-style-type: none"> • The EDL march in Telford had proceeded and had been low profile with limited press coverage. The EDL have indicated that they may return in July and the usual police plans will be put into place for this. • CSE in Telford had been discussed in Westminster and work is ongoing to strengthen the relationship with the local MP. • The Hereford hunt case has gone to court, but no plea has been entered yet. It is anticipated that it will be a long trial. 	

4.	CHIEF OFFICER MEETING / EXECUTIVE BOARD - UPDATE	
	No items to update	
5.	AOB None	
6.	CONFIRMATION OF NEXT MEETING TYPE / DATE / TIME / VENUE: Streamed public facing meeting Tuesday 26 June 2018, Lecture Theatre, Hindlip	