Monthly Assurance Meeting August 2018 – Meeting Notes

Date: Tuesday 28 August @ 10:30
Chair: John Campion
Minutes: Natasha Noorbakhsh, Policy Officer, OPCC
Venue   Meeting Room 1.38 – Hindlip

	Name:	**Capacity:**
Attendance:	John Campion	Police and Crime Commissioner (PCC)
	Amanda Blakeman	Deputy Chief Constable (DCC)
	Sue Farrell	Staff Officer, OPCC (SF)
	Charity Pearce	Policy Intern, OPCC (CP)
Apologies:	Anthony Bangham	Chief Constable (CC)
	Tracey Onslow	Deputy Police and Crime Commissioner (DPCC)
	Andy Champness	Chief Executive for the Police and Crime Commissioner (CEx)

1.1	**OUTSTANDING MATTERS / ITEMS BROUGHT FORWARD**	**ACTION**
	Action arising from the July 2018 meeting:	
	Agenda item 3: Operational and Reputational Opportunities and Risks	
	The DPCC was briefed on a critical road traffic collision (RTC). An internal review of the incident was to be undertaken by the ACC for shared services. **Update:** • The ACC updated the DPCC as to the outcome of the review prior to the holding to account meeting.	
2.	• **HOLDING TO ACCOUNT**	
2.1	**Performance against the Safer West Mercia Plan:** a. <u>**Repeat Victims**</u> *In May, there were 1,324 repeat victims of crime. This is an increase of over 100 victims compared to March, when Integrated Victim Management (IVM) was raised at holding to account. The increase includes victims of 6-9 offences and victims of sexual offences.*	

1. Is the DCC confident that IVM is providing the anticipated benefits in terms of demand reduction and safeguarding?

Findings:

The DCC is confident that IVM is starting to provide benefits. The IVM teams are able to demonstrate some success, particularly related to increased engagement with partners around the highest risk, most vulnerable victims.

The PCC and DCC discussed a worked example of a domestic incident that occurred 10 days ago and how risk had been assessed, safeguarding put into place and how IVM would or wouldn't factor in such a case.

The force needs to review the aims and outcomes associated with IVM against the capacity of the small teams currently in place. A Ch Insp has been tasked with reviewing the current structure of IVM teams and how they work with harm hubs and specialist teams. It is clear that IVM should not sit in a silo.

Work is ongoing with patrol, the Athena team, and Analysis and Service Improvement (ASI) to ensure the appropriate information on vulnerability is recorded and extracted from force systems. This will enable the IVM teams to facilitate effective multi agency activity and demonstrate outcomes.

The DCC is working closely with ASI to understand the current repeat data and has sought clarity as to whether individual repeat victims can be tracked through the IVM process.

2. Can the CC provide assurance that the governance in place for IVM is providing sufficient scrutiny to ensure the most vulnerable victims are identified and supported?

Findings:

The DCC provided an overview of existing governance arrangements for IVM including:

• The Strategic Victim Satisfaction Group (chaired by the Ch Supt lead). IVM will be included on the agenda for this meeting from September 2018.

• The Victim Satisfaction Delivery Group (chaired by ASI Ch Insp).

• IVM tactical meeting across all IVM teams (chaired by tactical IVM lead).

The PCC questioned whether these groups would be able to affect the change required for victims. The DCC was confident that the appropriate governance was in place to deliver positive outcomes for victims.

The DCC plans to put IVM on the agenda at Service Improvement Board

(SIB) once governance and the performance framework have been established and fully embedded.

ASI are in the process of developing a performance framework for IVM. A dataset for repeat victims already exists and is under review. The team are linked in with the Victim Satisfaction Delivery Group to ensure the performance measures included in the framework reflect the aims and ambitions of IVM, enable the identification of risk and vulnerability and add value to the tactical and strategic groups.

The biggest challenge is producing meaningful context and qualitative data. The DCC has asked for individual case studies to be produced to demonstrate qualitative outcomes. A case study was included in the latest quarterly performance report.

The force are linked in with the OPCC in relation to the new Victims model and how IVM will feature within it, as well as working with the commissioning team to identify gaps in commissioned services (e.g. mental health support).

The PCC asked if the DCC was satisfied with progress made thus far in understanding the problem, getting the resources and making a difference.

The DCC acknowledged that IVM is still a work in progress. There has been a realisation that this is a very complex area which is difficult to quantify and demonstrate outcomes. The change to force data systems has created additional challenges. The DCC is confident that the force understands the problem and are trying to understand how to best work with and influence partners. Further work is required to refine the performance mechanisms.

Action Arising:

- **The DCC will provide an update on the IVM performance framework and any identified gaps in commissioned services at the November 2018 holding to account meeting.**

- **A full update and review of IVM will take place at the January 2019 holding to account meeting.**

b. <u>Missing Persons</u>

There was a 23% increase in missing person's reports during the last quarter. This follows expected seasonal patterns and was largely driven by increased numbers of 'in care' reports.

3. How do local officers work with care providers and partners to mitigate the anticipated seasonal increases in 'in care' missing children reports?

Findings:

The DCC acknowledged previous seasonal trends. However, as a result of increased investment in this area through the Resilient Care Homes Project, the DCC had hoped to see a decrease in demand over this period.

The Children and Young Person's Board (chaired by the West Mercia ACC) provides oversight of the Resilient Care Homes Project and work around missing children in care. Whilst some of the work agreed as part of the project has been successfully implemented, the DCC is not satisfied that everything has been progressed to the extent it should have been.

The Resilient Care Homes team are in place and work with providers to discuss their responsibilities in terms of safeguarding, preventing missing episodes, and initial attempts to locate a child if they go missing. This work has been picked up as good practice nationally.

The project also facilitated the development of Care Home Management meetings (bringing all the providers together to identify best practice), and Intervention meetings when care providers aren't fulfilling their responsibilities.

One area where further progress is required is in relation to information sharing protocols. When a child / young person is placed in care, the care provider should receive a comprehensive package of information about the child / young person.

This should include information about their vulnerabilities, triggers for going missing and locations they frequent when missing. Many of the trigger points for going missing can be managed and therefore this information is critical to safeguard and reduce demand. Without this information, the force and other agencies must spend a considerable amount of time sourcing this information after a child goes missing and may be vulnerable.

West Mercia signed up to a national information sharing protocol and Resilient Care Homes would not accept children / young people without this information. Adherence to the information sharing protocol does not appear to have been sustained. The DCC is going to clarify what has happened with the protocol and whether it is discussed at the Children and Young Person's Board.

The PCC is funding a pilot around return home interviews in Shropshire and would be willing to provide any further support across the force as needed.

Action Arising:

- **The PCC has requested a briefing from the ACC on the current**

status of the Resilient Care Homes Project.

c. **CSE**

There has been a statistically significant reduction in use of the Child Sexual Exploitation (CSE) marker following the implementation of ATHENA in October 2017.

4. Is the CC confident that the force is accurately identifying and recording CSE offences?

Findings:

The DCC is not confident that officers are accurately using the CSE marker. A recent audit undertaken by the Strategic Safeguarding and Vulnerability Team found that there was some confusion amongst officers as to the difference between the Child Sexual Abuse (CSA) and CSE marker and when they should be used. This was an issue prior to ATHENA.

However the DCC is confident that markers are being used appropriately within Telford. This is due to a greater awareness of CSA and CSE in Telford and a manual process that has been implemented by the CSE team to review and amend incident and crime records. This process was implemented as the team were not satisfied that the data on ATHENA was providing them with a full picture of CSE in the area.

The PCC stated that CSE was a priority for every local policing area and asked how the force was managing this risk. The Force Crime Registrar (FCR) and the Ch Insp Child Vulnerability and Safeguarding lead are undertaking a piece of work in respect of use of markers aimed at raising awareness of CSA and CSE and when they should be used. Response officers and supervisors, IMU, HAU and CSE units all have a role to play when records are being reviewed. This work is being monitored as part of the Crime Data Integrity (CDI) Strategic Group.

Action Arising:

- Update and outcomes of work undertaken by the FCR and Vulnerability Ch Insp to be fedback through the CDI Strategic Group.

d. **Rural and Business Crime**

The methodology for identifying business crime has changed following the implementation of ATHENA. Business crime is now identified by the application of a keyword. Rural crime is defined as any crime occurring within a rural crime.

5. Is the CC satisfied that the methodology used to identify / flag business and rural crime produces sufficient intelligence and management information to effectively serve these communities?

	Findings: The DCC approached the PCC about investigating alternative ways of identifying rural crime in December 2017. This was stated in the quarterly performance reports that are available to the public via the PCC's website. The DCC confirmed that the force is currently applying the national definition of rural crime as agreed by the National Police Chiefs Council (NPCC). Rural crime falls within the DCC's national portfolio. As part of this portfolio the DCC is undertaking a national threat assessment around acquisitive crime, which will include crime affecting rural communities. The DCC is also consulting with NPCC colleagues across the country as to the suitability of the current national definition to determine if it is too wide ranging and whether it resonates with rural communities The PCC supported the decision not to change the force approach to identifying rural crime until the outcome of the national work was known. However the PCC stated that this decision should be communicated to the public via the quarterly performance report. At a force-level the DCC is satisfied that the force has sufficient intelligence and information to effectively serve business and rural communities. The force has a strategic lead for business and rural crime who has a clear plan for visibility and engagement. Additional analysis and assessments specific to these communities are undertaken to inform cross-border operations, local watches etc.	
2.2	**HMICFRS inspection programme / Matters arising from the Service Improvement Board (SIB)** **1. Police PEEL Efficiency 2017 – A national overview** *A national recommendation arising from this report was that "By September 2018, chief constables should produce an ambitious plan to improve digitally enabled services within their force".* *What reassurance can the CC give that the force will have a suitably ambitious plan in place by the end of September which will ensure it reaches the required 'foundation' level?* **Findings:** All forces nationally been asked to provide a plan within a very tight timescale. The development and delivery of this plan is going to be challenging given existing ICT issues. A Ch Supt is leading on this work, with the ACC for shared services leading at Chief Officer level. A first draft was taken to SIB in July 2018. This meeting was attended by the PCC's Chief Executive. The plan was taken to SIB to ensure visibility	

and to monitor progress.

The force have since engaged with the national lead for digital policing to seek further guidance and validation on progress made thus far. The national lead has provided feedback on the force's draft and forwarded an exemplar plan that can be used to further refine plans prior to submission by the 28th September 2018.

The next iteration of the plan will be taken to the next SIB and to AGG in September.

2. Crime Data Integrity (CDI)

The CC to provide an update on current compliance rates and timeliness.

Findings:

The DCC has chaired a core group around CDI since the last inspection and can track work undertaken by the force going back a number of years. The DCC can sense a change in culture around crime recording. The force is now in a position where every Inspector has been trained to understand their responsibilities around crime recording.

The DCC is confident that the force is in a really good position in regards to recording of serious crime (including rape offences).

The main issue for the force will be around timeliness which is in part effected by unresourced incidents and the diary system. A number of suggestions to improve performance in this area have been submitted by the workforce via the DCC's 100 little things campaign and a recent postmaster that went out about morale.

Crime recording for lower harm offences is more of an issue. This is something that was picked up during the last inspection and there is some additional work to be done. However as it stands, timeliness is more of a priority.

Some areas that may require further focus include:

- DASH risk assessments and disclosure of previous incidents / offences following HMICFRS inspections of other forces.

- Public protection notices and recording of neglect offences. Again this is something that has been raised nationally and is not specific to West Mercia. However the force is endeavouring to learn lessons and implement best practice.

- Recording of protected characteristics. The FCR is undertaking a piece of work to understand the scale of the problem and how to communicate this out to busy teams.

The PCC asked the DCC what the force's view was of current

	performance and how the force would fair in an inspection.	
	The DCC is confident that there has been considerable improvement since the previous inspection. The DCC would predict a rating of 'require improvement'.	
	Further assessments of performance are being undertaken and feedback is going through the established CDI core group. The force is also looking at published reports for force's that have already been inspected. Those forces who have been rated as 'good' are those who are recording a crime directly at point of contact.	
	The PCC confirmed that he would like to keep CDI as a standing item as part of the quarterly performance holding to account meetings.	
3	**OPERATIONAL AND REPUTATIONAL OPPORTUNITIES AND RISKS**	
	• The EDL are coming back to Worcester on 1st September 2018. This coincides with a football match being held in Shrewsbury. • The PCC was briefed on a RTC fatality in Worcestershire.	
4	**CHIEF OFFICER MEETING / EXECUTIVE BOARD - UPDATE**	
	None	
5	**AOB** None	
6	**CONFIRMATION OF NEXT MEETING TYPE / DATE / TIME / VENUE:** Tuesday 25 September at 10:00 am, Room 1.38, thematic on Workforce.	