

Monthly Assurance Meeting November 2019 – Meeting Notes

Date: Monday 25th November 2019 @ 11:00
 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)
	Anthony Bangham	Chief Constable (CC)
	Mark Travis	Assistant Chief Constable (T/ACC)

Apologies: Tracey Onslow Deputy Police and Crime Commissioner (DPCC)

1.	OUTSTANDING MATTERS / ITEMS BROUGHT FORWARD	ACTION
1.1	<p>Action arising from the May 2019 meeting:</p> <p>Confidence</p> <p>Update on confidence. Including the Q2 perception survey results, force delivery plan and the town and parish council survey results.</p> <p>Update:</p> <ul style="list-style-type: none"> • The force confidence strategy and supporting delivery plan remain in place. • The force has started to look at the Q2 perception results, but for external force comparison the Crime Survey for England and Wales (CSEW) is used. Here, despite a recent dip in confidence the force has seen an improvement in its family position, moving from 8th to 6th. • The CC added that while both surveys indicate a small drop in confidence, he is more confident now that there will be an improvement, and a further increase in the family group standing. <p>The PCC commented that the perception survey had been commissioned to enable the force to better tailor its approach in local areas as the survey was at Local Policing Area (LPA) level, whereas the CSEW was force wide. The ACC agreed that local data is important as it shows where certain areas are having successes, such as MATES in Hereford, but added that the strategy & delivery plan along with the new simpler</p>	

	<p>vision, values and priorities were better understood. These and programmes such as ‘We don’t buy crime’ and a focus on rural crime were being positively received by communities.</p> <p>The CC added that ensuring SNT officers appropriately support local meeting is also providing a higher police profile and improving confidence. It will be one of the key responsibilities of the new Deputy Chief Constable to drive forward confidence activity.</p> <p>The PCC asked if the force understood whether the differences across LPAs highlighted in the local survey were down to the delivery plan, or just a reflection the differences in local communities. The CC responded that there is more work needed to understand which are down to the delivery plan. The important thing is to ensure consistency and having one Chief Superintendent for local policing will provide clear leadership and consistency.</p> <p>Actions arising</p> <ol style="list-style-type: none"> 1. It was agreed that there would be some analysis done to try and better understand the correlation between the delivery plan and the survey results. To be reviewed in February 2020. 2. ACC Local Policing to meet with the PCC on the delivery plan 	
<p>1.2</p>	<p>HMICFRS inspection programme / Matters arising from the Service Improvement Board (SIB)</p> <p>The PCC commented that while there are many changes going on in force at the moment, he needs reassurance that there is sufficient strategic coordination and oversight in place of inspection reports. The CC responded that the Service Improvement Board was set up to provide governance, but overall there has been less grip and less of a cohesive approach. In future, the Head of Strategic Planning and Improvement (SPI) will be reporting directly to the new DCC, who will be responsible for this area and improvements will be seen in a short period of time.</p>	
<p>2.</p>	<p>Holding to account Modern Slavery and Human Trafficking (MSHT)</p>	
<p>2.1</p>	<p>Leadership and Governance</p> <p>The PCC asked whether the CC was comfortable with the rationale for the mapping of car washes and nail bars to have only occurred in 2 of the 5 LPAs and for there to be no central picture and was told:</p> <ul style="list-style-type: none"> • The reason for this approach was not known. • Risk levels may differ but MSHT is there in all areas • There needs to be better structures and processes in place to understand who’s responsible for the action. • While this is a missed opportunity to identify and address issues in advance there is a lot of good work going on around MSHT. 	

	<p>The PCC said the force currently has no modern slavery (MS) statement and asked if the CC was satisfied with what was being done to show to other businesses and suppliers its stance on MS. The CC replied that nationally all forces were now developing a commercial MS statement and that in West Mercia this would be owned by the Head of Business Services. Scoping work had taken place earlier in the year to look at best practise.</p> <p>The PCC queried how MS is retained as a strategic priority with other competing priorities. The CC replied that there were good foundations in place. While there is only one mapped organised crime group (OCG) with MSHT as a driver, it is a focus for the force. Quarterly regional meetings provide the regional activity response and it is picked up at force and local tasking with actively delivered at a local level.</p> <p>The PCC questioned how the profile of MSHT will be maintained and was told it should be a mixture of operational activity along with campaigns. It needs to be on the Force calendar so that activity can be mapped. It's on the control strategy and has a 4 P's plan but partners need to be briefed and staff educated.</p>	
<p>2.2</p>	<p>Recording, reporting and use of intelligence</p> <p>The PCC commented that MSHT is referenced as an intelligence gap and asked for reassurance that it is getting the same level of attention as more traditional serious and organised crime offences (SOC). The CC replied that the force has responded positively to addressing MSHT, but hasn't quite got the momentum he'd hoped. A problem profile is being developed and a 4 P's plan has been drafted. Partner consultation is key and the plans will be going to the Serious and Organised Crime Joint Action Groups (SOCJAGs).</p> <p>The PCC asked how quickly the CC wanted the intelligence gap to be closed and was told that the problem profile needs to be completed to provide an understanding of the threats, then they can work with partners through the SOCJAGs.</p> <p>The Crime Data Integrity report published in October shows the force is good at how it records crime, but did comment that some improvements are required, the PCC asked if the CC was confident that there was strategic ownership in place to address the issues identified. The CC provided reassurance that actions are being addressed, this includes through training and having SPOCs in place.</p> <p>The PCC commented positively on the employment of two dedicated exploitation and vulnerability trainers and asked the CC if he was confident the force is using all available resources to embed MSHT. The CC responded that he would expect perceptions of MS to be high but with some inconsistency in actual understanding. The ACC added that while it was acceptable that not every officer would know the full range of tactics</p>	

	<p>available, the important thing is that officers can understand and recognise it in the first place. The specialist SPOCs are the only officers who will fully know all the tactics and they should be used by other officers for advice.</p> <p>The PCC asked if the lack of a specific communications strategy in this area was a gap and was told that communications should be at the heart of the approach. It is needed for a 4 P's plan and to ensure the approach is embedded in SOCJAGs.</p> <p>The PCC asked how partner priorities are assessed and understood to inform the approach to tackling MS and was told that the force had worked hard with partners to address SOC. Partners know and understand the subject much better, but it is only now getting onto SOCJAG agendas and getting some traction. The CC confirmed that there was no need for a separate MSHT network, it is for the SOCJAGs to govern and to task local partnership activity via the Mates process.</p> <p>The PCC questioned whether the investments he has made such as the rural and business officers (RABOs) were being fully utilised to further the force's aims in this area. The CC replied that the force is addressing MSHT, but is unclear whether the PCC's resources specifically were being used.</p>	
<p>2.3</p>	<p>Actions following reports of MSHT</p> <p>The PCC questioned how the force ensured victims of MSHT are protected while MS is being mainstreamed. The CC acknowledged that there are gaps, and said that at promotion boards officers are asked how they will deal with competing priorities and that good leaders understand it's not a specialist subject. It is also important to keep reinforcing that specialist advisors are there to be used and to ensure consistency.</p> <p>The PCC asked the CC how confident he is that all available powers including civil orders are being used to target and prevent MSHT. The response was it is not possible to be, as new powers usually have good intent but need a sustained evidence trail. A possible solution might be to dip sample the SOCJAGs to see if opportunities are being taken to use the full range of powers.</p> <p>The HMICFRS PEEL report had highlighted that there are differing investigative models across the force and the PCC asked for reassurance that every victim is getting a good service. The CC said it was important to have a consistent model, which allowed for some local change, but with central control. The current model is being reviewed by the Head of Protective Services who will be reporting back to chief officers by the end of the year.</p>	
<p>2.4</p>	<p>Support for victims of MSHT</p> <p>The PCC commented that it was good a MS SPOC has been based in the</p>	

	<p>Victims Advice Line (VAL) and asked for reassurance that victims would receive the service they need to help them cope, recover and thrive. The CC / ACC said in response that the force need to have confidence that the VAL workers do have the knowledge to support victims and that there needs to be a greater understanding of why victims don't come forward to the police. This is a big challenge, the force is getting better at identifying an outcome and getting victims out of immediate danger, but longer term changes in victims having confidence in the police is more difficult and applies to many vulnerable victims.</p> <p>The PCC asked the CC if he was confident that officer were aware of the PCC emergency accommodation fund for MSHT victims and were utilising it. The CC is confident that the tactical lead and specialist advisors are aware of it, but less so of the wider workforce.</p> <p>The PCC referred to the MSHT partnership conference held earlier in the year and asked the CC if he is satisfied that opportunities such as this are being used to make greater traction in this emerging crime. The CC said that even 12 months ago the force would have struggled but it is now in a much stronger position, although he acknowledged there is still a lot to do, but it will be better again in 2020.</p>	
3	<p>AOB</p> <p>The PCC raised his concerns about a number of recent complaints into his office from people who had written to the Chief Constable and not received response. The Chief said this was not acceptable nor the standard he expected and was a consequence of his Staff Officer being off sick longer than expected.</p>	
	<p>CONFIRMATION OF NEXT MEETING TYPE / DATE / TIME / VENUE:</p> <p>Thematic on Investigations and Outcomes</p> <p>Monday 13 January 2020 at 14:00, Room 1.38</p>	