

Monthly Assurance Meeting January 2020 – Meeting Notes

Date: Friday 22nd May 2020 @ 13:00
 Chair: John Campion
 Minutes: Charity Pearce, Assistant Policy Officer, OPCC
 Venue: PCC Conference Room – Hindlip

	Name:	Capacity:
Attendance:	John Campion	Police and Crime Commissioner (PCC)
	Natasha Noorbakhsh	Policy Officer (PO)
	Anthony Bangham	Chief Constable (CC)
	Julian Moss	Deputy Chief Constable (DCC)
	Catherine Allsopp	Staff Officer (SO)

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

1.	OUTSTANDING MATTERS / ITEMS BROUGHT FORWARD	ACTION
1.1	<p>Action arising from the November 2019 meeting:</p> <p>Confidence In November 19, the PCC asked if the force understood whether the differences across LPAs highlighted in the local confidence survey were down to the localised delivery plans, or just a reflection of the differences in local communities. The CC responded that there was more work needed to understand this.</p> <p>It was agreed that analysis would be undertaken to better understand the correlation between the delivery plans and the survey results. This was to be reviewed in February 2020. However, as a result of cancellation / delays in HTA meetings, this action was still outstanding.</p> <p>The PCC would also like to understand how this additional analysis has been used to evaluate delivery of the Confidence Strategy across the LPAs.</p> <p>Update: Prior to the meeting the PCC was provided with the analysis the force had completed looking at the results of the confidence survey in more detail.</p>	

	<p>The CC added that the forces Confidence Strategy was a well written and researched document with the majority of objectives having been achieved. Some work has been initiated to refresh this document and bring in some new evidence and resources. It is important that all aspects of the plan are followed to improve levels of confidence across the force but he isn't sure why some areas have better confidence levels than others.</p> <p>The PCC responded that he would expect to see a longer term sustainable trend. The CC said that he doesn't think confidence will increase unless they demand more from local policing commanders but that there should be no reason why confidence cannot reach mid to high 80's in 12 months.</p> <p>ACTION- PCC to be sighted on refreshed Confidence Plan.</p>	
<p>2.</p>	<p>Holding to account Performance</p>	
<p>2.1</p>	<p>Satisfaction</p> <p>The PCC acknowledged the Victim Satisfaction Review that had been carried out and the recommendations made. He asked for an update on when changes would be made. The CC responded that victim surveying was suspended during March due to COVID-19 but that it will be fully operational in June and any shortfall in numbers will be made up for in July. ACC Jones is strategic lead to oversee satisfaction.</p> <p>ACTION- PCC to see outcome of work following Malcom Hibbard input.</p> <p>The PCC sought reassurance that changes to the survey will support command teams to drive consistency of service for victims living in different areas. The DCC added that they have increased survey samples to make the data more statistically valid and allow policing areas to be accountable and responsible for satisfaction.</p> <p>The 19/20 Victim Satisfaction Delivery Plan set out the force's approach to victim satisfaction. The PCC asked if after having had the chance to reflect on performance, had the force learnt how to better support victims cope and recover. The CC responded that the force hadn't reached the 19/20 targets but they have achieved much more. The target will remain at 85% for 20/21. The DCC added that the force need to determine a new baseline but they are comfortable with having an aspiration in this area.</p> <p>ACTION- DCC to share new baseline once set.</p> <p>The PCC commented that when aspirations are set by the force they are often more successful. The CC responded that regardless of who imposes the aspiration, they need to be delivered and he thinks the force</p>	<p>DCC</p> <p>DCC</p>

	now have belief in this. Around 75% of the plan has been delivered.	
2.2	<p>Hate Crime Satisfaction</p> <p>The PCC sought reassurance that the force understand the differences in Hate crime satisfaction levels between the LPAs. The CC responded that the force are getting better in deciding what works well in the different LPAs but they need to design a model that works well across all areas. This will be decided by July 2020.</p> <p>The PCC asked if the force understand why there has been an increase in hate crime satisfaction. The DCC added that a variety of actions have had an effect including upskilling of the wider workforce to be compassionate and the different pilot models. They are now in a position to get consistency and a single approach with a hybrid of 2 models.</p> <p>The PCC highlighted that the consistency in the uptake would be something he would monitor. The CC responded that the ACC holds responsibility and should ensure grip is maintained to keep performance up</p> <p>ACTION- PCC to have a copy of the decision around the HC satisfaction model.</p>	
2.3	<p>Total Recorded Crime (TRC)</p> <p>The PCC asked if the force understood the rise seen for some crime types and how it had influenced the response following the uplift in officers. The CC and DCC responded that:</p> <ul style="list-style-type: none"> • They can distinguish between more accurate recording and a real rise in crimes • There was lots of work which showed where crimes were missing and this has been corrected. • The Audit, Assurance and Compliance Board highlighted that even with recent training some stalking and harassment offences were not being identified. • Unless it is accurately recorded the appropriate safeguarding and bringing offenders to justice won't take place. <p>The PCC sought reassurance that the CC was confident the trajectory are managed appropriately to deal with risk. The DCC responded that the new investigative blueprint will get ahead of the curve and</p> <p>ACTION: Bring back in 6 months to understand the impact the new investigative model is having on mitigating risk.</p> <p>The PCC sought clarity around levels of Serious and Organised Crime</p>	

	<p>(SOC) seen during the COVID-19 lockdown. The CC and DCC responded that:</p> <ul style="list-style-type: none"> • SOC has still been active but teams have been deployed throughout to target offenders. • Some good successes have been seen but they are working with West Midlands Police to understand how it has changed the overall crime picture. • As a result of the lockdown the drug market has changed how it operates. • However, as crime moves online cyber crime becomes a concern. <p>The PCC sought reassurance that partnership working has been maintained given the current government restrictions. The CC said that force policy was that key business areas are not disrupted and therefore SOC meetings should have continued. Due the number of different partners involved this wasn't the case but he has been reassured that as lockdown eases these meetings are being reinvigorated. Concerns that some partners may take a long time to get back to normality.</p>	
<p>2.4</p>	<p>Outcomes</p> <p>The PCC asked what actions have the executive team undertaken to understand and improve outcome 16 error rates. This has been a long term issues that has worsened. The DCC responded:</p> <ul style="list-style-type: none"> • They now understand the error rate of 12-14%. It is an administrative issue and if removed the force would no longer be an outlier. • Chief Officers need to ensure they are focusing on the wider picture and determine what they are trying to achieve. • They need to look at the other drivers of satisfaction and keeping people safe, outcomes is only one driver. • Timeliness of response is a key driver and they want to put focus on quality of investigations to set people up for the CJ process. <p>The PCC added that the error rate is symbolic of the service given to victims and that it is important. It has been highlighted at a number of holding to account meetings. The CC said that error rate is important but they need to understand the broader role of outcome 16 measures and how they are being used in a positive way. The DCC added that part of the issue is organisational learning and they are looking at a long term sustainable solution.</p>	

	<p>The PCC highlighted that as time has gone on multiple leaders have looked into the problem but issue stems from frontline practitioners selecting the right box. The DCC said that change requires a cultural shift and to motivate levels of care in officers. Looking to implement a plan to fix it.</p> <p>ACTION- PCC wants a discussion around plan in 3 months and to understand the impact of plan in 6 months.</p> <p>NN added that the error rate doesn't show the journey force has been on and at a lower outcome levels, incorrect outcomes would still be getting applied. The CC agreed that the force cannot accept the error rate and they must work to correct it. They are looking at the strategic intent and making sure people have a good service.</p> <p>The PCC said that as part of the council tax increase the force provided some performance indicators around positive outcomes for victims. He asked the CC if he was confident the force could meet these. The CC responded that this work is being lead on by Supt. Pettit and would be presented at the Force Delivery Group in July.</p>	
	<p>Cyber Crime</p> <p>The PCC sought reassurance that the force understand the true scale of demand and harm associated with Cyber Crime in West Mercia. The CC and DCC responded that:</p> <ul style="list-style-type: none"> - Cyber crime is complex and he is not sure he can say they understand it but there is lots of covert work taking place. - There is no national definition for cyber crime it relies on local judgement, creating problems with recording offences. - Historically, little was done nationally with reports but now they are being disseminated weekly for forces to investigate. - There is another aspect where not all victims require action from the force for low value crimes. The force need to be careful not to invest time when victims don't want it. <p>As part of the uplift in officers to support the new investigative model the PCC sought clarity around how the additional resource will be used to improve the response for cyber crime victims. The CC said that 23 will be allocated to the department but that the force need to get comfortable that all crime will have an element of cyber crime. The DCC added that cyber crime is subject to national performance indicators and these are being incorporated into the silver level performance framework.</p>	

	<p>HMICFRS inspection programme / Matters arising from the Service Improvement Board (SIB)</p> <p>N/A</p>	
3	<p>AOB</p> <p>N/A</p>	
	<p>CONFIRMATION OF NEXT MEETING TYPE / DATE / TIME / VENUE: Public meeting on Diversity and Inclusion Monday 13th July 2020</p>	