

**Minutes of the Police and Crime Panel
Planning and Performance Working Group held on 12th August 2016**

Present:

Members of the Panel

Councillor Moira-Anne Grainger
Councillor June Tandy (Chair of the Working Group)
Bob Malloy
Robin Verso

Warwickshire County Council

Stefan Robinson, Senior Democratic Services Officer

Office of the Police and Crime Commissioner

Rebecca Parsons, Policy and Research Officer

Warwickshire Police

Chief Superintendent Debbie Tedds

1. General

(1) Apologies

Apologies were received from Councillor Davies, Councillor Reilly and Neil Hewison.

(2) Minutes of the meeting held on 25 February 2016

The Working Group noted the minutes of the last meeting.

(3) Working Group Action Plan

The Working Group noted the Action Plan.

2. Office of the Police and Crime Commissioner Delivery Plan

This item was considered after item 3.

In response to questions, Rebecca Parsons said that there had been no significant changes to the drug and alcohol PCC grant funding for 2016/17. Funding for the Drug Intervention Programme has only been agreed for quarter one because the outcomes are not proving value for money. Warwickshire County Council has been prompted to make an application to fund further work in this area, but no submission has been received to date.

The group discussed how best to scrutinise and present the Police and Crime Delivery Plan. Members commented that the current plan was too long and complex for them to consider fully. Rebecca explained that it is used as an internal working document to monitor how delivery against the current Police and Crime Plan is

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progressing. She highlighted that a new delivery plan would be in place, after the PCC has finalised his Police and Crime Plan. The group agreed to review the delivery plan in smaller sections throughout the year, starting with alcohol and drugs, and protecting vulnerable people at the next meeting.

Robin asked whether there was any recent data or reports from the National Probation Service Programme and/or the Community Rehabilitation Company. Rebecca said she would ask her colleague who leads on criminal justice and provide a response at the next meeting. In relation to Operation Devonport, Rebecca Parsons explained that a review is currently being undertaken on the future focus of the Operation in line with the new county policing model. Members requested that a report on the operations performance and value for money be brought to the working group when it is available.

3. Police Force Performance Summary

Hate Crime and Victim Satisfaction

Rebecca explained that the PCC had met with the Chief Constable and Chief Superintendent Alex Franklin-Smith to pose force performance questions and discuss areas of performance concern such as hate crime victim satisfaction and victim satisfaction 'follow up action'. Rebecca Parsons agreed to circulate the responses to the Commissioner's questions following the meeting. Ch. Supt Tedds explained that whilst hate crime victim satisfaction scores had decreased, the small sample of less than ten responses meant that satisfaction was likely to fluctuate. Furthermore, some people who are surveyed had previously been also offenders, meaning that their victim satisfaction may be skewed. However, she said that satisfaction could be better, and work was underway to address this. She highlighted that safer neighbourhood officers need to make more follow up phone calls to victims and that there was a slight lag in the data because of changes to the performance measures.

Panel members asked whether the Brexit vote had any impact on the local level of hate crimes. Ch. Supt Tedds explained that whilst there had been an increase in reporting of hate crime nationally, there was no noticeable rise in the local level. Work had started on addressing hate crime 12 months prior to the referendum, which meant that improved reporting was achieved prior to Brexit. She said that some incidents are still not being reported, and Councillor Tandy said that hate crime and racist behaviours were still occurring locally, but not as a direct result of Brexit. Ch. Supt Tedds said that whilst West Mercia and Warwickshire use the same processes for considering victim satisfaction, they are experiencing different performance results.

Ch. Supt Tedds explained that Warwickshire Police aspire to achieve 90% victim satisfaction which is currently only achieved by the Durham Constabulary. Currently, Warwickshire is fulfilling minimum requirements and more could be done to improve victim satisfaction. For example, Warwickshire Police does not attend vehicle crimes whereas Durham does. She said that officer wellbeing also relates to victim

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satisfaction because a happy workforce is more likely to provide a quality service to victims.

Panel members suggested that the victim satisfaction survey could be more robust and it should survey more people with fewer questions, in order to increase the response rate. Ch. Supt Tedds said that the survey was a mandatory Home Office requirement, and that the police force did not have the power to change it. The survey covers four key areas; ease of contact, following up, actions taken and overall victim experience. One way that Warwickshire Police could improve their victim satisfaction would be through the follow up area, where officers should ensure that they are in contact with victims, even if it is only to keep them informed of the work they are undertaking. Victims want to be kept informed of any developments in their case.

Outcomes

Rebecca agreed to circulate the Warwickshire Police 'Action taken' (Outcomes) information to members of the Panel and Democratic Services undertook to circulate this. Ch. Supt Tedds explained that Warwickshire Police's outcomes performance was below the national average. However, she highlighted that outcome performance was based on a combination of crimes, and some forces are rated highly on their ability to tackle less serious crimes, whereas Warwickshire is particularly good at acting in relation to rape and other serious sexual offences. Therefore, the force is performing well in relation to its priorities. Bob Malloy questioned why there had been a significant decline in the actions taken in rape cases. Ch. Supt Tedds said that this was partly due to an increase in historical reporting, where cases are more difficult to investigate and resolve.

In response to questions, Ch. Supt Tedds explained that because some people do not want to prosecute, or there is insufficient evidence, then no action can be taken. However, this does not mean that work has not been done.

Robin commented that most recorded crimes in Warwickshire were above average when compared to police forces in the Most Similar Group (MSG). He said that authorities cannot be complacent in assuming that Warwickshire is safe, when the data suggests it is below average. Ch. Supt Tedds reassured members that Warwickshire was a safe place to live, and that there were some issues with the MSG comparative data. She said that Warwickshire was the only area in the MSG that was bordered by a metropolitan area, and cross border crime was particularly prevalent. Furthermore, Warwickshire has been more compliant than some other police forces in their recording practices. Panel members suggested that the PCC should consider other MSG forces as part of the performance comparators if it is deemed that those provided by the Home Office are not appropriate.

Rebecca advised that the PCC has posed questions to the Chief Constable around response times and Child Sexual Exploitation (CSE), and responses to those questions would be circulated to members. Ch. Supt Tedds said that response time data should continue to be recorded as a mean average, as opposed to a median average, because this was a more accurate reflection of performance.

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Robin said that fraud and cybercrime are now the most common crimes, and the PCC should seriously consider how he is going to tackle the issue. At present, there has been a limited emphasis on this work. Rebecca explained that 90% of cybercrime could be avoided through education, and Ch. Supt Tedds said some people are not even aware that crimes are being committed against them. It was agreed that the PCC funded cyber advisers would give a presentation to the full Panel at the 1 December 2016 Panel meeting on the current situation of cybercrime in the county and Warwickshire's relative position in national reporting. Ch. Supt Tedds said that as part of Operation Ardent, the police are liaising with banks and a number of arrests and convictions have been made.

Rebecca explained that as part of efforts to tackle cybercrime, Trading Standards receive funding from the PCC and that she is confident all the work to tackle cyber crime in Warwickshire is joined up. In relation to CSE, as referenced in the force performance report, the force is completing an Intel problem profile of CSE. The members requested sight of this profile. Rebecca Parsons explained that the PCC should have the opportunity to review it and hold the force to account on it first and then, if the Chief Constable agrees, the working group could have sight of the report. Members requested that they receive this report at the 2 November 2016 working group meeting, if it was available.

The members thanked Ch. Supt Tedds for her contribution to the work of the group, and requested that she continue to meet with them. It was explained that the agreement was for Ch. Supt Tedds to attend for two meetings only, and any further attendance would need to be agreed with the Chief Constable. Officers would make the request on member's behalf.

4. Police and Crime Panel Work Programme 2016/17

The group agreed the following:

- Noted that the results of the staff survey would not be available in time for the September 2016 Panel meeting, and that it would be presented when results were available.
- To request that the PCC funded cyber advisers give a presentation to the Panel at the 1 December 2016 meeting on the current situation of cybercrime in the county.
- The group requested an update on Operation Devonport, addressing whether the operation was offering value for money and whether it was sustainable long term.

5. Date of Next Meeting

The next working group meeting was scheduled for 2 November 2016, commencing at 15:00, Shire Hall, Warwick.

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