

**Minutes of the Police and Crime Panel  
Planning and Performance Working Group held on 17 May 2018**

**Present:**

Members of the Panel

Councillor Neil Dirveiks  
Councillor Nicola Davies  
Bob Malloy (Chair of Working Group)  
Andy Davis

Warwickshire County Council (WCC)

Janet Purcell            Democratic Services Manager  
Hassan Hafiz           Trainee Solicitor (Interim Panel Support)

Office of the Police and Crime Commissioner (OPCC)

Neil Hewison           Chief Executive  
David Patterson       Performance and Scrutiny Policy Officer

The Chair (Bob Malloy) welcomed and introduced David Patterson (Performance and Scrutiny Policy Officer) to the meeting and stated that they looked forward to working with him in future meetings.

**1. General**

**(i) Apologies for absence**

None.

**(ii) Disclosure of Interests**

None.

**(iii) Minutes of the meeting held on 15 February 2018**

The minutes of the meeting held on 15 February were agreed as a correct record.

Minute 4 HMICFRS Police Legitimacy Report 2017

It was noted that West Midlands Combined Authority Leadership Commission was due to report on diversity of leadership within the region. Andy Davis informed the Working Group that this report has not yet been published but it was expected shortly.

#### **(iv) Working Group Actions Log**

The Working Group agreed that most recommendations/actions in the log had been completed and could be removed from the action log except the following:

- Communication to the public of the challenges of future policing – to revisit later in 2018.
- Complaints – recurring request to receive information on the number and ration of complaints made and upheld against for Force for each meeting.
- Complaints Monitoring by Commissioner – to report to Panel in 2019
- Inspection of OPCC register of gifts, hospitalities, interests and expenses to come to next meeting of the Working Group.
- Efficiency and Legitimacy Reports follow up to come back to the working group.

## **2. Q4 Force Performance Report**

The Working Group considered the Q4 report, the PCC's questions to the Chief Constable and the Chief Constable's responses.

### *Crime recording and Athena*

The Working Group noted that Richard Moore, Assistant Chief Constable had responded to the PCC's concern with regard to Athena with assurance that Athena resource is being committed to overcome the issues. Neil Hewison reported that he remained concerned that Athena continued to present problems in relation to data quality, quality and timeliness as well as with file preparation and had therefore asked David Patterson to conduct further research into Athena in order to identify the underlying causes of the problems.

It was noted that the Athena system did not include standard markers and that Warwickshire (in common with other Forces) had to input these separately. The research would therefore include tracking the markers and keywords from June 2017 to test their use and effectiveness. The Working Group was also advised that, as well as the Force looking at the Athena issues, feedback was being made to the Athena User Group.

The Working Group reiterated its concern that the problems with Athena may mean that crime recording may not be accurate and this in turn made it difficult to scrutinise trends in crime levels and to assess what progress is being made. The Working Group agreed that it should have a report that covers both the system specific issues and issues of local implementation.

In terms of data timeliness Neil Hewison explained that Warwickshire Police were confident that timely recording of crime was taking place. However he stated this would be tested by the forthcoming HMICFRS audit to take place in August 2018. The audit will look at the incidents recorded on the incident management system (which is separate from Athena) but will also look at the crimes that are then recorded on Athena. Crimes are recorded onto Athena

once it is determined by an officer that it is appropriate to do so. The HMCIFRS audit will assess the conversion between the incident management system and Athena.

Neil Hewison explained that a “hot debrief” would follow shortly after the inspection and a full, moderated report can usually be expected within two-three months of the audit.

The outcome of both the investigation into Athena (both the Force’s report and OPCC report) and the HMCIFRS audit will be shared with the Working Group.

### *File Management*

The Working Group raised concern that the introduction of Athena had impacted on file preparation, particularly in North Warwickshire. David Patterson advised that both the quality of statements produced by officers and the general problems presented by Athena needed to be looked at. It was noted that Richard Moore (Assistant Chief Constable Warwickshire Police) is taking a lead on the issues surrounding file quality.

### *Officer response times*

Members questioned whether the fall in officer response times was due to reduced police numbers and were advised that there are a number of contributing factors, including a higher level of officer sickness in quarters 3 and 4, but that despite pressures the incident response times had held firm. In addition the average percentage of hours lost to sickness over the past year had decreased and a recent audit on how the force deals with long term sickness (undertaken by Thames Valley Police) did not identify significant issues.

Neil Hewison added that the new policing model will improve response times by ensuring that more officers are on duty at peak times of demand following changes to shift patterns. There is also a team within the control room which has reduced the overall level of incident demand by 10%. It was also noted that there had been no reduction in the number of police vehicles but that the changes in shift patterns to focus more officers on peak demand meant that vehicle availability was at a premium.

### *Outcomes*

Councillor Davies noted the high percentage of “not yet outcomed” rates for sexual offences and in particular rape. Neil Hewison stated that such offences are often complex and lead to protracted and detailed investigations which will contribute to these figures. He emphasised that risk in such cases is monitored by the MASH and Harm Assessment Units, which he explained was an ongoing process.

The Chair also expressed concerns regarding the low percentage of outcome rates in general and asked whether this was impacted by Athena. Neil Hewison stated that more research was needed to understand why these performance figures were low, in addition to comparisons with most similar groups.

### *Knife and gun crime*

Members asked for figures on crime involving knives and guns (perhaps by number per 1000 crimes that involve knives or guns). Neil Hewison advised that the recent report by the Sunday Times that Warwickshire has had the second largest increase in knife crime in the country was very misleading and Warwickshire Police has responded setting out the correct figures. He added that the number of both firearm offences and knives were low and that the figures could be obtained for members.

The Working Group agreed that the PCC be requested to include a paragraph in his update to the Panel in June clarifying knife crime figures in line with the response provided to the Sunday Times article.

### *Cybercrime*

The Chair questioned whether cybercrime is included in the crime rates and was advised that cybercrime was a marker on Athena and figures indicate that it had dropped off by 65% since the introduction of Athena.

Neil Hewison advised that most cybercrimes were picked up through Action Fraud which usually records all levels of fraud crimes and then tells the police those crimes to be investigated locally by them. He explained that it may be the case that online grooming and CSC are recorded by the police system, whereas fraud is recorded by Action Fraud. He stated that it would be helpful if Action Fraud would break down their fraud figures into those which were cybercrime and those which were not.

Neil Hewison stated that cybercrime was a serious national problem and most forces are behind the curve in understanding the depth and complexity of the problem. David Patterson explained that in relation to cybercrime public awareness and education was still being promoted through Cyber Safe Warwickshire.

### *PCC's questioning of the Chief Constable on performance reports*

The Working Group welcomed the PCC's intention to publish the questions and the answers on the quarterly performance report as this would demonstrate the PCC's challenge of the Chief Constable and provide greater transparency.

## **3. Complaints**

The Group noted that the IOPC report highlighted the low levels of complaints resolved locally. Neil Hewison explained that there are a high number of complaints which were attracting a significant amount of resources and time which could be dealt with more effectively without the need to progress to full investigations. He stated that moving forward there should be a greater emphasis on local resolution of complaints where appropriate.

Neil Hewison explained that presently Warwickshire Police have the responsibility to deal with the initial handling of complaints through their triage function. Effective triage should ensure that there is a greater number of

complaints resolved quickly and fewer going to the OPCC on appeal. It was noted that the new online form was now available.

The working group noted the data in the performance report but requested that a simple presentation be given to them (and the Panel) that showed the total number of complaints and the number upheld. David Patterson agreed that he could provide the simplified data in relation to the number of complaints in the form request for both the working group and the PCP. A presentation would be given to the first PCP meeting in 2019.

#### **4. Road Safety Fund**

Neil Hewison introduced the report of Chris Lewis (Policy and Research Officer) regarding the Road Safety Fund. It was noted that Warwickshire Police had a £1.2 million reserve from NDORS courses. He explained that the OPCC is keen on using these funds to tackle the upturn in serious injury figures in County and that he would ask Chris Lewis to obtain legal advice on how the reserves can be lawfully spent.

Councillor Davies suggested that once legal advice was obtained there may be a role for the PCP to convene a special meeting with Warwickshire Road Safety Partnership, Fire and Rescue and other stakeholders to discuss how the reserves can be best spent.

#### **5. HMISCFRS- PEEL Legitimacy Report 2017**

The Working Group considered the PCC's response to the Home Secretary regarding the PEEL Legitimacy Report 2017. It was noted that, despite the significant improvements and evidence of good practice within Warwickshire Police, the report had graded the Force as 'requires improvement' which the PCC had contested as not fairly reflecting the standards of the Force.

The Working Group also noted that although it is a legal requirement to respond to the PEEL reports, no reply has been received

The Working Group considered whether it would be helpful to view the full Action Plans prepared in response to PEEL reports and concluded that it would be more helpful for the Group to continue to scrutinise the PCC's monitoring of progress against the Action Plan. The Working Group therefore requested that it receive an update on the progress at a future meeting.

#### **6. HMISCFRS- PEEL Police Effectiveness Report 2017**

The Working Group had before them the PEEL Police Effectiveness Report 2017 along with the response from the PCC to the Home Office.

The Working Group agreed that, as with the Legitimacy Report, there should be a report back on the PCC's monitoring of progress of the action plan.

During discussion it was noted that the report referred to the “Warwickshire Observatory” which no longer existed and that the website should be updated to ensure there was correct signposting to resources for use by community safety teams.

## **7. Blue Light Collaboration Advisory Group**

David Patterson provided an update on the work of the Blue Light Collaboration Board.

The Working Group asked for further reports when there are any significant developments.

## **8. Police and Crime Panel Work Programme**

It was agreed that the PEEL reports (and specifically the progress against action plans on the Legitimacy and Effectiveness Reports) be taken off the full Panel work programme and kept on the Working Group work programme.

Working Group to await the outcome of legal advice in relation to Road Safety Funds and ask for an update.

It was noted that the Force Health and Wellbeing report was due to go to the September meeting and it was proposed that the Transformation Programme and Body Worn Video Units (both items listed in ‘to be timetabled’) be put on the agenda for the Panel meeting in September.

It was suggested that the Chief Constable be invited to the November meeting of the Panel (at present this is one item on victims and witnesses charter).

## **9. Date of Future Meetings**

The Working Group agreed to meet on the following dates from at 10 a.m.:

- Monday 3 September 2018
- Monday 5 November 2018
- Monday 21 January 2019
- Monday 13 May 2019

The meeting rose at 12:20 pm.