Warwickshire Police and Crime Panel

20 September 2018

Report of the Planning and Performance Working Group

Recommendation

That the Warwickshire Police and Crime Panel considers the minutes of the Planning and Performance Working Group meeting held on 3 September 2018 *(as appended)*.

1.0 Key issues considered by the Working Group

1.1 The Working Group met on 3 September to consider Quarter 1 performance including a new format for complaints data and progress of the new Service Improvement Team set up to provide oversight and coordination of HMICFRS related activity. This meeting also received an update on the Road Safety Fund (an item on this Panel agenda) and progress on the OPCC's review of the Athena IT system.

1.2 As stated in their last report to the Panel, the Working Group are particularly concerned that the on-going problems with Athena are impacting on crime recording and file management. The decision taken by the OPCC to undertake a review was welcomed by the Working Group and the meeting on 3rd September received a verbal outline on the findings of the review.

1.3 The Working Group continues to be concerned that the problems have not been resolved and that, whilst there are ongoing improvements, strategic action is needed given how fundamental the system is for ensuring effective policing. Members are also concerned of the potential impact on the morale of the Force and on public confidence and considered these concerns should be raised with the PCC at the Panel meeting.

2.0 Next Meeting

The next meeting of the Working Group is scheduled for Monday 5 November 2018 at 10am.

Background Papers:
None.

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Minutes of the Police and Crime Panel

Planning and Performance Working Group held on 3ʳᵈ September 2018

Present:

Members of the Working Group

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

Other members of the Panel in attendance

Councillor David Reilly

Warwickshire County Council (WCC)

Janet Purcell   Democratic Services Manager
Shirley Round   Interim Democratic Services Officer

Office of the Police and Crime Commissioner (OPCC)

David Patterson   Performance and Scrutiny Policy Officer

1.   General

    (i) Apologies for absence

       Councillor Neil Dirveiks

       Neil Hewison OPCC Chief Executive

    (ii) Disclosure of Interests

       None.

    (iii) Minutes of the meeting held on 17 May 2018

       The minutes of the meeting held on 17 May were agreed as a correct record.

       Minute 1(iii) HMICFRS Police Legitimacy Report 2017

       It was noted that West Midlands Combined Authority Leadership Commission had published the report on diversity of leadership within the region and, this had been launched in June. Andy Davis informed the Working Group that the WMCA is now considering how it responds to the Commission's recommendations in terms of pulling together an Action Plan. Both the OPCC and the Alliance may find the report useful especially in

light of the 'better understanding the communities' comment that came back from the HMICFRS report.

<u>Minute 1(iv) Working Group Actions Log</u>

It was noted that bullet point 2 should read 'number and nature of complaints' not 'ration of complaints' as stated.

<u>Minute 2 Q4 Force Performance Report</u>

The working group were advised that the HMCIFRS Crime Data Integrity (CDI) audit due in August had been delayed, although an internal (CDI) had been conducted with 90%+ rates of compliance.

(iv) Working Group Actions Log

The Working Group agreed the action log as amended by the Democratic Services Manager since the last meeting of the Working Group and of the Panel. It was noted that the Group had in February agreed to revisit 'later in 2018' the issue of the communication of Police challenges to the public. Andy Davies had offered to work with the OPCC on ensuring effective community engagement.

2. Performance Reports

(1) <u>Performance Summary May 2018 including the OPCC Force Performance Scrutiny</u>

The Working Group raised the following issues:

Hate Crime

There had been a spike in hate crime in May but the data did not identify whether or not this has been race related hate crime or some other type of hate crime. If this is race-related, given that the BME groups account for only 2% of the County's population, they are suffering a disproportionate level of hate related crime.

David Patterson advised that one of the benefits of Athena is that it requires the type of hate crime to be recorded and this will enable better analysis going forward. In addition, future surveys and reporting will include victim satisfaction rates for vulnerable victims, such as those who are victims of Hate Crime and Domestic Abuse, to enable service improvements to be made.

David added that, whereas the view has been that increases in hate crime (and in other categories of crime) have been due to increased willingness and accessibility to reporting, he would now expect a levelling off. This is one aspect that will be looked at in a forthcoming review of the performance measures.

Call Handling

The Working Group questioned how 'unnecessary deployments had been reduced by over 15%' through the introduction of the Incident Progression Team in the Operations Communication Centre. Members were advised that this was about managing demand and that some categories of calls could be resolved over the phone, rather than deploying officers. A customer contact survey of calls dealt with in this way had returned 100% satisfaction.

Forecasting

It was noted that some forecasting was based on historic data and that this led to too high or too low forecasting. An example of this was in the May report where non-emergency calls were forecast at a higher level than the actual turnout figures reported in June. It was agreed that there should be ongoing consideration of forecast and outcome figures.

(2) <u>Quarter 1 (April-June 2018) Performance Summary, including the OPCC Force Performance Scrutiny</u>

Outcomes

The Outcome Rate chart indicates that actions taken has reduced. David Patterson explained that there are a total of 21 outcome codes that can be used and there are issues around the accuracy of the allocation of the codes. There is also the impact of the backlog of finalising 'detected' crime reports, which has been reduced through targeting resources at this but needs to be reduced further to enable current and accurate data to be obtained.

The Working Group were concerned that completed Domestic Abuse Stalking and Harassment (DASH) forms were not being fully competed on all occasions. This was partly due to the time frames for recording, as specified by Home Office Crime Recording requirements, which could lead to delays in the DASH forms being completed. The Working Group were assured that risk assessment were taking place even though not all of the information was available until the victim had been seen.

David Patterson added that there will be a more comprehensive report on outcomes following further work on this by the alliance.

Rural crime

Members asked whether it would be possible to overlay the rural crime graph with urban crime given that the largest volume of crimes occurs in urban rather than rural areas. The Working Group agreed that it would be more helpful to identify crime that is agricultural crime rather than by rural geography.

File Quality

The Working Group noted that the implementation of Athena had led to challenges in file submission and quality. This was recognised in the performance report and noted that a separate report is published providing greater detail across performance measures. However, it was still evident that file quality is a particular issue in North Warwickshire and it was noted that an Inspector had been given responsibility to address this issue.

3. **Warwickshire Service Improvement – Update Report July 2018**

    David Patterson presented a report summarising the work undertaken and planned by the Warwickshire Service Improvement Team formed in May 2018 to provide oversight and coordination of HMICFRS related activity. The Working Group noted that action plans had been prepared in response to the recent PEEL inspections and that preparations were underway for the next round of inspections which would be in a different format. Numerous governance structures were in place across the force and alliance to drive and monitor HMICFRS related activity. The Working Group will get further updates at future meetings.

4. **Complaints**

    The Working Group welcomed the complaints data in the new format provided. David Patterson and the narrative concerning the various modes of investigation, together with an explanation for the high levels of finalised complaints that was observed in June and July 2017.

    It was noted that whilst there was a relatively low level of 'upheld' complaints, many of these were dealt with through Local Resolution (and these are not categorised as either upheld or not upheld).It was also noted that any complaint that resulted in disciplinary action is made public on the Warwickshire Police website.

5. **Athena**

    The Working Group received a verbal update from David Patterson on his recent review of the impact of the Athena system on force performance and the management of risk of harm. Members were reminded that this is a data system (developed by Northgate) that allows the alliance to share data across key functions and also with the other forces in the Athena consortium around the country. The consortium also enables shared costs for system development.

    David outlined the key findings in his review, in that this was a major 'once in a generation' change to the force's ICT. Whilst the force had put into effect a number of governance arrangements and improvement plans, the review nonetheless identified a number of issues that gave cause for concern. A report on Athena, including recommendations, had been provided by the PCC to the Chief Constable for his consideration and a formal response was awaited.

The Working Group were reminded of Athena's functionality. There were four areas that the system covers:-

- Investigation
- Intelligence
- Custody
- Case Preparation

The Force had instigated a Critical Incident Management Meeting since Athena's introduction chaired by the Senior Responsible Officer (SRO), at which the PCC has been represented by his Chief Executive. T/DCC Richard Moore has recently taken over as the SRO and is intent on working out the strategic and the tactical issues that need to be addressed. A review of investigative processes and Athena system development should result in improvements in the medium term.

The Working Group expressed concern that the system had been operating since October 2017 and that problems had not been fully resolved. It was noted that there have been ongoing improvements, but that it was time for strategic action to be taken given how fundamental the system is for ensuring effective policing. The Working Group are concerned of the potential impact on the morale of the force and public confidence and agreed that these issues be raised with the PCC at the Panel meeting.

6. **Road Safety Fund**

David Patterson advised that it had been agreed by the Alliance Governance Group that the PCC would retain the ENDORS police reserves that had built up and that it would be allocated to road safety schemes through a bidding process. Members commented that road safety is a significant issue in Warwickshire and that the various partners all have a role in this and efforts should be made to ensure the most efficient deployment of limited resources.

David Patterson commented that there were a number of initiatives being considered as to how the reserves could be most effectively be used, following a process of detailed analysis and identifying best practice and in liaison with the alliance Strategic Roads Policing Board'.

7. **Police and Crime Panel Work Programme**

The Group noted the work programme which had been updated following the last PCP meeting in June. It was noted that the PCC would include an update on Athena in his report in September, but that a full report was envisaged for November once the Chief Constable had had time to consider and respond to the findings and recommendations of the review.

The Working Group welcomed the Chief Constable's offer of meeting the Panel in November which would provide useful context for the forthcoming budget

fixing. It was also noted that the annual seminar for members on the budget was also to be arranged.

8.   Register of Gifts

The Chair confirmed that he had reviewed the PCC's register of hospitality and gifts which is available for public view on the PCC's website and had no issues of concern.

9.   Date of Future Meetings

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

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

The meeting rose at 12:20 pm.