

## **Police and Crime Panel – Planning and Performance Working Group**

**10am, 13 May 2019**

### **Attendance**

#### **Police and Crime Panel**

Councillor Nicola Davies

Andy Davis

Councillor Neil Dirveiks

Bob Malloy (Chair)

#### **Warwickshire Police and Crime Commissioner's Office**

Neil Hewison, Chief Executive

David Patterson, Development and Policy Lead – Performance

#### **Warwickshire County Council**

Tom McColgan, Senior Democratic Services Officer

### **1. General**

There were no apologies or declarations of interest.

It was noted that the minutes of the previous meeting should have recorded that Councillor Dirveiks was present for the pre meeting and discussion of proactive scrutiny and gave his apologies for the formal meeting only.

### **2. Performance**

David Patterson introduced the report which outlined police performance in the previous quarter.

In response to the Chair, David Patterson clarified that recorded crime had reduced by 1% in Warwickshire in the calendar year 2018 as had been reported in the press but had increased by 1.5% over the financial year 2018/2019.

In response to Councillor Davies, David Patterson stated that the Force was undertaking a four week pilot aimed at improving 101 performance. The pilot involved officers from the incident progression team being re-tasked to answer 101 calls. While uplifting the resources allocated to 101 calls would hopefully improve answer times and reduce the abandonment rate, moving officers from the incident progression may have a knock on impact on performance elsewhere.

Neil Hewison added that Warwickshire Police was rated 7<sup>th</sup> nationally in terms of public trust and 80% of victims reported that they were satisfied with the force which put Warwickshire Police at the top of their most similar forces group. The 999 service was performing well and response times were generally good however issues like the 20% abandonment rate for 101 calls risked eroding public trust and confidence. Neil Hewison stated that call centres were recruiting over establishment levels to compensate for the high turnover of staff and Warwickshire Police was moving to a new online platform that would allow for crimes to be reported online. Forces that had implemented online reporting had found that it reduced the demand on 101 services.

David Patterson confirmed that all forces nationally operated a 101 service but there was no national standard for how performance was measured or reported but it was fair to say that the impression of the service nationally was largely negative.

In response to Councillor Dirveiks, Neil Hewison stated that part of the additional revenue generated by the increased precept had funded a dedicated Missing Persons Team in Warwickshire Police. Neil Hewison confirmed that return to home interviews with individuals who had gone missing and the Missing Persons Team would be able to draw together the information provided by habitual missing people to drive the multiagency response that was needed.

### **3. Outcomes**

David Patterson introduced the report on outcomes which had been prepared as a result of the OPCC's concern about investigative standards and outcome performance. The report had been delayed until after the HMICFRS inspection of the Force which took place in March 2019.

In response to Councillor Davies, David Patterson stated that in the Forces response to the report they had pointed to a change in culture within Warwickshire Police that placed a greater focus on domestic abuse. This focus had translated into more domestic abuse files being passed to the Crown Prosecution Service (CPS) which the CPS were then not progressing which was reflected in the fall in positive outcomes. The CPS had acknowledged that there was an issue with domestic abuse cases not proceeding and had undertaken a review of their practices. Domestic abuse cases also carried their own investigative difficulties such as a higher number of victims not wishing to proceed with cases compared to other types of investigations. David Patterson stated that outcome performance could not be explained solely by the Force's focus on domestic abuse and was the product of a number of factors including; the quality of investigations, an increase in complexity of crimes and a lack of officer familiarity with case software.

In response to Councillor Dirveiks, David Patterson stated that the additional funding available to Warwickshire Police in the 2019/20 budget and the chance to review ways of working offered by the end of the strategic alliance meant that there was a good opportunity to address outcome performance. The OPCC report had prompted Warwickshire Police to re-establish an outcomes board with refreshed terms of reference which the OPCC hoped would prioritise the production an improvement plan.

In response to Councillor Davies, David Patterson stated that while Warwickshire Police had seen a large increase in recorded crime and were recording incidents that may not have previously been recorded this was not out of line with the national picture. Looking at outcome performance over time it showed that less people were receiving justice. Neil Hewison stated that it was concerning that the Force had not undertaken a full review of outcome performance before and he felt that the OPCC report would help to move the conversation in the Force on and drive a whole system review. Neil Hewison stated that he believed that effectively improving outcome performance would drive improvements throughout the Force. David Patterson added that HMICFRS had also highlighted outcomes performance in their inspection reports. External consultants Process Evolution had also found similar issues to the ones highlighted by the OPCC's report.

In response to Councillor Davies, David Patterson stated that the data taken from Athena could not be used to identify individual or team performance but this was an area that may need to be investigated. Neil Hewison added that while the OPCC did not want to encourage a culture of chasing outcomes for their own sake, the current performance indicated that investigative opportunities may be being missed. Neil Hewison stated that ensuring there was adequate supervision for Patrol officers who were responsible for filing around quarter of total recorded crime was fundamental to improving investigative standards and outcome performance. The Crown Prosecution Service had reported issues with files passed to them by patrol officers not being compliant with national file standards which indicated junior officers were completing files without sufficient oversight. Similar issues had been identified in the 14 Forces inspected by HMICFRS under their new inspection regime.

In response to Andy Davis, Neil Hewison stated that the OPCC should be in a position to return to the working group with an update on progress in around 6 months giving time for the Outcome Board to meet and develop an action plan.

#### **4. Proactive Scrutiny of Drug and Alcohol Misuse**

The Chair noted that the report had been prepared by Zaynab Gamielien (Development and Policy Lead – Criminal Justice and Equality) who had sent her apologies for the meeting and thanked her for her work. David Patterson presented the report on the OPCC's approach to commissioning services around drug and alcohol misuse which had been requested by the Working Group following their last meeting.

Neil Hewison highlighted the recent change in the OPCC's approach to directly funded services; moving from grant funding to commissioned services. The OPCC would be commissioning services across; general victims' services, sexual violence and child sexual exploitation, adult substance misuse for those in the criminal justice system, and children & young people's substance misuse services for those within or at risk of entering the criminal justice system. Neil Hewison confirmed that Change, Grow, Live had been awarded a contract to provide an adult substance misuse service and Compass had been awarded a contract to delivery services to children and young people. Both contracts ran from 1 April 2019 to 31 March 2021.

In response to the Chair, Neil Hewison stated that while the OPCC had not had a lot of choice in provider for substance misuse or victim support, several providers had bid for the victims of sexual violence contract and the OPCC had taken two bids to a selection panel. Neil Hewison stated that the OPCC was also in the process of revising its small grants scheme and had launched a new road safety fund.

In response to the Chair, Neil Hewison stated that the OPCC was engaged with the changes to the probation service and the PCC was working to ensure that the new probation service would provide the services Warwickshire needed. Neil Hewison stated that he would respond with more detail in writing about what form the new probation service was expected to take.

## **5. Work Programme**

Members noted 'The Police Estate' was on the work programme and discussed whether it would be timely to bring the item forward given the re-establishment of Leek Wootton as force headquarters, the sale of Southam, and the delayed move into Stuart Ross House.

An item on preparations for the Police and Crime Commissioner elections due to be held in May 2020 was suggested for the November 2019 agenda.

## **6. Register of Gifts**

The Chair confirmed that he had reviewed the register of gifts published on the Warwickshire PCC website and that it was being kept up to date.

## **7. Dates of Future Meetings**

9 September 2019