



Police and Crime Commissioner and Chief Constable Weekly Meeting Meeting Record

Date:	11 th July 2017	
Chair:	Police and Crime Commissioner	
Minute Taker:	Katie Baker (KB)	
	Name:	Capacity:
	Philip Seccombe (PS)	Police and Crime Commissioner
	Karen Manners (KM)	Deputy Chief Constable
	Rebecca Parsons (RP)	Policy Officer – Performance & Scrutiny
	Martin Samuel (MS) – 101 Performance Agenda Item Only	Supt.
	Emma Bastone (EB) – 101 Performance Agenda Item Only	T/Supt
	Apologies	
	Martin Jelley (MJ)	Chief Constable
	Neil Hewison (NH)	OPCC Chief Executive

Open Session

No	Summary	Action
1/11/07/2017	Record of previous meeting held on 27th June 2017 were agreed as a true and accurate record.	
2/11/07/2017	Matters Arising from Previous Minutes:	
	<p>101 Current Performance</p> <p>T/Supt Emma Bastone and Supt. Martin Samuel briefed the Commissioner on both the current performance of the OCC (call handling) and future expectations once the new control rooms were delivered.</p> <ul style="list-style-type: none"> It was acknowledged that both West Mercia and Warwickshire had experienced a rise in call volume over the last four years. In Warwickshire the abandonment rate for non-emergency 101 calls had also risen in line with the National trend. 999 emergency call handling was extremely positive in Warwickshire. 	



	<ul style="list-style-type: none"> • It was noted that if a call-handler was taking a 101 call and a 999 call came in they would park the 101 to prioritise the emergency call – which contributed to the abandonment of the 101 caller • There had been a number of ICT issues which had now been identified and resolved. • It was noted that if a 101 call was not answered within 30 seconds it went to answerphone, giving the option of dialling an extension number, if known, or hold for switchboard – this was also acknowledged as contributing to the abandonment of the 101 caller • There had been a high turnover of staff in the OCC room, primarily due to contract staff being recruited into the Force. Capacity was an ongoing issue <p>Future Plans for OCC Call Handling</p> <ul style="list-style-type: none"> • Going forward, the delivery of the new OCC unit, operating out of two new bases, fitted out with cutting-edge telephony systems and integrated ICT, would transform call-handling. • Working as one unit across the Alliance the resilience of call handling would be shared across both bases. • The delivery of both new OCC bases was currently on schedule. EB to forward the delivery timeline for “go-live” for the two bases to KM. This paper detailed the required testing period prior to “go-live” which had been aligned to operational requirements. • It was noted that RE was meeting with EB to look at the wider Estates Strategy <p>Interim Action to Increase Capacity of Dealing with 101 Calls Now</p> <ul style="list-style-type: none"> • The Force was currently working with ICT department on enabling the non-emergency voicemail to offer further options e.g, dial 1 for the OCC, dial 2 for fire-arms licencing, dial 3 for criminal justice etc, It would also sign-post other agencies and details of the Force website. All of which would help divert some of the demand. <p>PS thanked MS and EB for their briefing. He was glad to note the action for improvement and that current problems had been acknowledged.</p>	<p>EB to organise a “live” demonstration of new telephony system for NH and RP</p> <p>EB to forward paper on OCC “go live” to KM</p> <p>DISCHARGED</p>
	<p>Performance Update</p> <ul style="list-style-type: none"> • KM reported that ACC Martin Evans was looking at the area of knife crime with educational activity around the carrying of knives and a possible knife amnesty in September. 	<p>DISCHARGED</p>

NOT PROTECTIVELY MARKED

3/11/07/2017	<p>Baroness Newlove – Visit to Warwickshire</p> <p>PS reported that Baroness Newlove (Victims Commissioner) would be visiting Warwickshire on Friday 21st July which would form part of her programme of visiting all PCCs to gain an understanding of how victims' services worked in each area.</p>	DISCHARGED
4/11/07/2017	<p>HMIC National Report on Harrassment and Stalking</p> <p>With regard to the three Chief Constable recommendations contained within the recent HMIC report on Harrassment and Stalking, RP requested an overview from the Force on how these would be implemented.</p>	KM to request Ben Smith to provide overview to RP
5/11/07/2017	<p>Deputy Police and Crime Commissioner</p> <p>PS reported that Robert Tromans had been appointed as the new Deputy Police and Crime Commissioner. This appointment would be going to a confirmation hearing of the Police and Crime Panel on 24th July.</p>	DISCHARGED
6/11/07/2017	<p>Police and Crime Panel</p> <p>RP raised three requests received from the Police and Crime Panel:-</p> <ul style="list-style-type: none"> • A review on the outcomes of the Health and Wellbeing Survey with an update on the work being done to manage rising sickness levels for their 14th September 2017 meeting. • A briefing on the Strategic Transformation Programme for their 30th November 2017 meeting. • A presentation on Body Worn Video together with information on the data storage procedures for their 14th September 2017 meeting. 	<p>KM to request TC, Head of HR, to liaise with RP</p> <p>KM to deliver briefing on 30.11.17</p> <p>KM to request DP, Lead for BWV, to liaise with RP</p>
7/11/07/2017	<p>Body Worn Video</p> <p>PS requested a media photo be organised for when Body Worn Video went live in Warwickshire.</p>	KM to request DP to contact OPCC office
8/11/07/2017	<p>Letter to PCC</p> <p>PS reported that he had received a letter seeking assurance that LRF and appropriate SCG had taken cognisance of the outcomes from the recent Grenfell Tower Fire, and that appropriate lessons had been</p>	DISCHARGED

	learned, evidenced and incorporated into current plans	KM to request Chair of LRF to respond in full
Next Meeting: 9am on Tuesday 25th July 2017 at WJC, Leamington Spa		

Closed session followed

Formal Approval of Meeting Record	
Signature:	
Print Name:	Police and Crime Commissioner, Philip Secombe
Formal Approval of Meeting Record	
Signature:	
Print Name:	Chief Constable Martin Jelley / Deputy Chief Constable Karen Manners