

MINUTES

PERFORMANCE ACCOUNTABILITY MEETING (PAM)

OPEN MINUTES

Date:	Tuesday 22 nd 2020 December 2020
Time:	10:00 hrs to 11:30 hrs
Location:	Teams Meeting
Chair:	Philip Seccombe - PCC for Warwickshire
Minute Taker:	OPCC Secretariat

Attendees

No	Name	Capacity	Dial In
1	Philip Seccombe	Police and Crime Commissioner for Warwickshire	
2	Martin Jelley	Chief Constable Warwickshire Police	
3	Richard Moore	Deputy Chief Constable	
5	Alex Franklin-Smith	ACC Local Policing	
6	Steve Russell	Head of Analysis and Service Improvement	
7	Neil Hewison	OPCC CEO	x
8	David Patterson	OPCC Development and Policy Lead - Performance	
9	Nargis Begum	OPCC Secretariat - Minute Taker	x

Apologies

Name	Capacity	Representative
Debbie Tedds	ACC Protective Services	Nil

Items for Discussion

Number	Item	Action
01.22/12/2020	Minutes The Minutes of the previous meeting dated 24/11/2020 were agreed and approved. Actions 1. Data requested for officer numbers in areas of growth to be provided to the PCC's office.	
02.22/12/2020	Performance Scrutiny Report - November 2020 Q1. Is the position understood in terms of the current and projected expired OST? What action is being taken to remedy this issue and deliver the training to frontline officers? <ul style="list-style-type: none">All officers receive 2 days core basic OST training. Refresher training has had to be revised due to COVID19.	

- COP has agreed to extend expiry dates for accreditations.
- Officers with specialisms and those with expiring licences will be prioritised.
- The force is looking into larger venues which can accommodate increased class sizes complying with social distance requirements. Increasing classes from 8 to 10 would mean an extra 240 officers are trained.
- An additional two trainers will be delivering OST training to deal with any backlog.

L&D are reviewing to ensure oversight of prioritisation is maintained and reviewing the content of training which is being updating.

Q. PCC asked if officers were unsafe not having refresher training?

Chief Constable confirmed that the refresher training is essential. There is a plan in place to get everyone up to date which is being led by the force.

Management Group who deal with the OST. This also includes any learning that comes out of training is understood and further training rolled out.

Q2.. Is the position understood in terms of the current and projected expired FASP? What action is being taken to remedy this issue and deliver the training to frontline officers?

The same applies to the FASP as with the OST training. Revisions are being made due to COVID19. Warwickshire Police are constantly updating the content of training offered to meet the needs as well as requirements.

A review of training policies and procedures led by Chief Superintendent Smith has been carried out which will be followed up.

Q3. What action is proposed to bridge the gap in order to achieve the target of having a representative number of Black Asian and ethnic minority police officers serving with Warwickshire Police?

The Chief Constable is continuing to work with the Positive Action Team to reach the target set of 7.3% officers in Warwickshire.

At the September 2020 intake there were 26 BAME candidates in assessment centres, the highest number to date. 10 candidates were successful to join in 2021. There is another opportunity to improve numbers at the next intake.

Work has started for recruitment in 2021 which includes targeting particular areas with greater diversity.

PCSO's from the BAME group are above target. The Chief Constable was happy the force was heading the right way, but confirmed the force still needs to build on improvement.

Q4. Are these Health and Safety issues understood and can reassurance be provided that all incidents and near misses have been appropriately investigated and any lessons learned implemented?

Within the force, DCC Moore chairs the Strategic Health & Safety Groups supported by two Tactical Groups, one for Professional Services Directive and the other operational with the Health & Safety Governance Group dealing with any points of learning.

A business case has been made to upgrade the recording system. The force is awaiting Microsoft Office 365 to be up and running in 2021 from which a case management tool will be run.

Following the recommendations made in the NCPP report, 8 x actions have been set, progress updates will be reported back to the Chief Constable.

Baseline assessments will be shared with the OPCC.

Q5. What action is being taken to improve the position in respect of the three common re-occurring themes in police complaints?

The ASI department is now up and running providing better insight into quality data inputting with management systems in place which are in the process of being improved.

Common occurring themes are managed by the People Intelligence Board which runs through PSD.

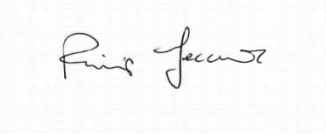
All internal and external complaints are picked up by this system which is then monitored by PSD who scan the data systems for patterns of behaviour that might be causing some issues. Ensuring that the force is recording complaints, ensuring that they are dealt with in a timely manner and the appeals process working.

Latest IOPC data for all forces show Warwickshire have improved in all areas except for one and are rated better than average. CC noted the force has come a long way over the years and continues to build on good performance.

The OPCC has successfully implemented the new Review process with an upturn in appeals in the last few weeks. OPCC Chief Executive Officer is content a credible process is taking place.

	<p>Recommendations from Reviews have been made via the OPCC team to PSD, which have been accepted. The CEO confirmed that this recommendation process is well managed.</p> <p>Q6. Does the data for recorded complaints also include those complaints dealt with outside of Schedule 3 Police Reform Act 2002? What is the breakdown in the numbers of those complaints that are dealt with under Schedule 3 and those that are not? This question is of interest to the OPCC given that we have recently had representations from a number of members of public dissatisfied with the process employed and the degree of contact provided in respect of their complaints.</p> <p>Approximately 70% of all public dissatisfaction is dealt with outside of Schedule 3 as a 'service recovery' issue. Complaints can be brought into Schedule 3 should the member of the public be dissatisfied with the outcome. The focus is to provide a speedy resolution and PSD performance is considered to be good.</p> <p>Q7. A request from the OPCC that the Roads Policing data will include financial information on the National Driver Offender Retraining Scheme (NDORS), and also on Operation Snap in terms the volumes of submissions and the action taken. This information is sought in support of the Police and Crime Plans objectives.</p> <p>A specific performance report has recently been prepared and will be shared with OPCC. A decision needs to be made as to how often these reports need to be prepared with data continually changing. The data can be accessed fairly swiftly.</p> <p>Q. PCC requested Specific detail on the growth in officer numbers and the additional capacity and capability achieved by the force as a consequence of the precept rises over the last few years.</p> <p>It was confirmed all four additional Town Centre Officers are now in post.</p> <p>Action: Data requested for officer numbers in areas of growth to be provided to the PCC's office.</p> <p>Proposed Deep-dive Subjects</p> <ul style="list-style-type: none"> • March subject to be confirmed • Budget to move to July / Aug 	<p>Action: Data requested for officer numbers in areas of growth to be provided to the PCC's office.</p>
03.22/12/2020	<p>Covid-19 Update</p> <p>Exempt FOIA under Section S.31 (Law</p>	

	Enforcement)	
04.22/12/2020	There was no AOB.	

Formal Approval of Meeting Record	
Signature:	
Print Name:	Philip Seccombe, Police and Crime Commissioner
Date:	26 January 2021