

OPEN MINUTES

PERFORMANCE ACCOUNTABILITY MEETING (PAM)

Date:	Tuesday 24 th March 2020
Time:	10:00 hrs to 10:45 hrs
Location:	Conference Call / Executive Conference Room
Chair:	Philip Seccombe - PCC for Warwickshire
Minute Taker:	OPCC Secretariat

Name	Capacity
Philip Seccombe	Police and Crime Commissioner for Warwickshire
Martin Jelley	Chief Constable Warwickshire Police
Dave Gardner	T/Assistant Chief Constable Warwickshire Police
Steve Russell	Head of A&SI
Neil Hewison	CEO Warwickshire OPCC
David Patterson	Development and Police Lead (Performance) OPCC
Chris Lewis	OPCC Development and Policy Lead – Victims

Apologies

Name	Capacity
Richard Moore	Deputy Chief Constable
Debbie Tedds	Assistant Chief Constable Warwickshire Police


Items for Discussion

Number	Item	Actions
01. 24/03/20	<p>Minutes of the last meeting dated 25/2/2020 were approved. Deep Dive actions carried forward.</p> <p>Chief Constable requested that the Serious Organised Crime deep-dive be moved to May and Criminal Justice to June.</p>	
02. 24/03/20	<p>Deep Dive Subject – Victims</p> <p>Verbal summary of position following the Victims Needs Assessment in the county and commissioning of support services in April 2019 given by CL.</p> <p>Termination of the Alliance has presented challenges to these services in the first year and the Commissioner raised concerns as to why there was a deterioration in Victim satisfaction.</p>	

	<p>Force recognise that a restructure of measuring victim satisfaction is needed. A clear delivery model needs to be in place moving forward.</p> <p>Victim Satisfaction with “whole experience” remains steady at 75%. From April 2020 there will be a revised approach to measuring victim satisfaction focusing on diagnostic questions and also presenting vehicle, violent and burglary satisfaction as separate figures</p> <p>Chief Constable expressed that he is not happy with current vehicle crime performance and put a challenge to the senior officers to improve the position. C.Supt. Smith is leading on a programme of improvement to achieve this aim.</p> <p>The newly created Victims Satisfaction Board will be chaired by C.Supt Smith. The Investigations Standards and outcomes Board will be chaired by D.C.Supt John Denley. OPCC representation at both of these meetings. The model is now strategically led with the force working on a victim focus approach.</p> <p>IT arrangements in the Harm Hub are due to complete in April 2020.</p> <p>Commissioner acknowledged the issues have been identified with an action in place going forward. The Chief Constable confirmed that this was an encouraging opportunity to improve victim services going forward.</p>	
03. 24/03/20	<p>Performance Scrutiny – Local Policing</p> <p><i>1. The commissioner seeks reassurance that the force are taking action to address the concerns regarding knife Crime</i></p> <ul style="list-style-type: none"> • Force confirmed Operation Spector - Knife Amnesty begins next week. There may be changes due to the COVID-19 situation. <p><i>2. The commissioner seeks reassurance that the Harm Assessment Unit (HAU) are in a position to meet the increased Child at Risk (CAR) referral demand.</i></p> <ul style="list-style-type: none"> • The influx in CAR demand has resulted in student officers without the full training and experience 	

	making the referrals. If the system is operated properly the HAU can manage the additional demand. D.Supt. Hill is reviewing the risk and harm assessment and ongoing training is being delivered.	
04. 24/03/20	Performance Scrutiny – Protective Services <ul style="list-style-type: none"> • Standing agenda item – Not specifically discussed 	
05. 24/03/20	Performance Scrutiny – Enabling Services <ul style="list-style-type: none"> • Standing agenda item – Not specifically discussed 	
06. 24/03/20	Police and Crime Panel Update – 16/03/2020 Next meeting is set for June 2020. Commissioner asked if the second Rural Crime Team is up and running. Chief Constable confirmed it will be by the end of the year.	
07. 24/03/20	AOB	

Minute No/Agenda No	Actions	Status/ Timetable	Action owner
	Future Deep Dives to cover :- <ul style="list-style-type: none"> I. Investigations and Outcomes II. Victim Services and Satisfaction III. Serious Organised Crime IV. Criminal Justice – Charge / NFA Ratio 	PAM i. 25/02/2020 ii. 24/03/2020 iii. May 2020 iv. June 2020	
02. 25/02/20	Outcomes & Actions Data to be looked at further in 6 months		BS/SR
03. 25/02/20	Report on Police Survey to be provided at next meeting	Completed 24/03/2020	SR

Formal Approval of Meeting Record	
Signature:	
Print Name:	Philip Seccombe, Police and Crime Commissioner
Date:	5 May 2020