MINUTES

PERFORMANCE ACCOUNTABILITY MEETING (PAM)

Date	Tuesday 27th April 2021
Time	10:00 hrs to 11:30 hrs
Location	Executive Meeting Room, HQ (Covid Capacity 10) and Teams
Chair	Philip Seccombe - PCC for Warwickshire
Minute Taker	OPCC Secretariat

ATTENDANCE					
No	**Name**	**Ref**	**Capacity**	**Person**	**Teams**
1	Philip Seccombe	PS	Police and Crime Commissioner for Warwickshire	x	
2	Martin Jelley	MJ	Chief Constable Warwickshire Police	x	
3	Debbie Tedds	DT	T/Deputy Chief Constable	x	
4	David Gardner	DG	T/ACC - Protective Services	x	
5	Ben Smith	BS	Chief Supt. - Local Policing	x	
6	Katie Tredinnick	KT	A&SI Crime Analysis and Performance Lead	x	
7	Ben Hembry	BH	Inspector Harm Hub	x	
8	Polly Reed	PR	OPCC CEO	x	
9	David Patterson	DP	OPCC Scrutiny and Performance	x	
10	Nargis Begum	NB	OPCC Secretariat - Minute Taker		x

APOLOGIES		
Name	**Capacity**	**Representative**
Richard Moore	Deputy Chief Constable	Nil
Alex Franklin-Smith	ACC - Local Policing	Ben Smith
Steve Russell	Head of A&SI	Katie Tredinnick

Reference	Actions Arising 30/03/2021
02.30/03/2021	Interim update to be provided at May PAM on ICT and Transitional Services. – **Discharged - Monthly updates will be provided at meetings going forward**
03.30/03/2021	Update PCC on how many of the 20 PCs who were successful in the recent examinations board are from BAME communities **Discharged - No BAME candidates in the last examinations. Positive Action Team working on engagement and recruitment of 'hard to reach' groups.**

Meeting Minutes 27 April 2021		
Reference	**Item**	**Actions**
01.27/04/2021	**Minutes and Actions** The Minutes of the previous meeting dated 30/03/202 were agreed and approved with all actions discharged.	
02.27/04/2021	**Repeat Victims - Deep Dive** Detailed Presentation given by BH (Inspector Harm Hub). The following was noted: - A new coordinated approach to problem solving between the force and partners to support officers to protect the most vulnerable replaced the existing one in January 2020. The new process was designed to enhance the existing responsibilities in recognising and dealing effectively with repeat victims adding a more targeted approach, addressing ongoing vulnerability around repeat victim data managed by the Integrated Victim Management (IVM) team. Changes included :- • IVM problem solving to focus on two points of referral – revised internal repeat victim data review and independent IVM referral from partners. • Using the same data, but applying a broader and more in-depth review was applied–any repeat victim 2 or more occasions. • All repeat victims / referrals are now subjected to a Risk Assessment / Threat Matrix -capturing all vulnerability, and not just numerical risk. • Recorded by a score which denotes the risk / vulnerability identified and informs our actions and its allocation. The priority of the process is to put victims first by improving the contact to support victims throughout their experience of the police and criminal justice system. This will hopefully be achieved by the model of splitting the process into two areas, Victim Management Problem Solving and Victim Care. Previous process consisted of Victim Management Coordinators reviewing monthly repeat data reports, highlighting the highest repeat victims, which are reviewed at the monthly partnership meeting. This process gave advice and direction but offered no practical help to victims. This has been replaced with the Integrated Victim Management Problem Solving Team with targeted support. The team take on referrals, both internal and external, to target support to those most vulnerable utilising a specific problem solving plan process. Every recorded victim with two or more repeat incidents are recorded and patterns emerging from data can be identified. Those cases recorded as a high risk are issued problem solving plans. Officers within the Harm Hub would offer a lead role in owning the highest risk problems and repeat victims with accountability for managing repeat victims being established. There are current staffing issues within the WVM which are in the process of being resolved. A briefing was given on the current	

	staffing model of: - • 1 x IVM Coordinator Vacancy (Recruitment process taking place on 16/04) • 2 x VMU PC's long term sick • 1 x VMU PC covering T/Sgt role within Harm Hub (To return post Covid) • 1 x VMU PC Vacancy (Officer identified to start May 21) • A change in the raw RV data product delivered to the Harm Hub Proposed Problem Solving team would consist of: - • 2 x IVM Coordinators • 4 x full time VMU PC's • 1 x Repeat Victim Coordinator - (Creation of a new E grade post or T/Sgt development role **Challenges** Home Office counting rules means the review process is becoming more difficult with a number of crime reports arising out of a single incident. **Action: Victim satisfaction data to be provided when available** CC noted the new process will not only pick up on repeat victims but also repeat perpetrators. PCC thanked BH for a detailed presentation.		1. A&SI to provide victim satisfaction data for last five years
03.27/04/2021	**Performance Scrutiny** DP gave a detailed overview of the following: - • OPCC Performance Scrutiny Report • ASI Performance Report March 2021 It was noted race hate crime against officers is not always reported by officers. Frontline officers, especially during arrest, are and continue to experience race hate crime but are not always reporting. Example given was one officer is experiencing race hate crime on a daily basis and less likely to report every incident. It was confirmed BWV is worn so incidents are recorded. Force will continue to communicate, support and train officers to highlight and report unacceptable behaviour which is not accepted nor tolerated by Warwickshire Police. **Q1. Performance Data** *What measures are proposed to provide comparative temporal performance data to provide a more balanced perspective on crime rates than that provided by solely comparing with the extraordinary 2019/20 data?* Blended approach, performance will be compared against both current year and data from two years ago. **Q2. Demand Surge** *Given the anticipated increase in acquisitive crime, sexual offences and public order over the Q1 and Q2 periods, what action and measures are proposed to further 'prevent and protect' in order to mitigate against this potential surge in demand and rising crime levels?*		

	These increases are predicted to further rise as we emerge from the Covid-19 restrictions. This will also be compounded by the recurrent seasonal rise in crime rates.

Force is reframing the way it communicates positive reinforcements to better target individuals.

It was noted officers are faced more with a problem solving role which is more difficult to manage. Force needs to match demand with resources.

Q3. IPU Capacity
Will A&SI data be provided to provide scrutiny of the Intelligence Processing Unit's (IPU) capacity to manage the increased surge in demand, given the previous issues of an accumulation of intelligence reports requiring processing?

Force continues to promote good quality intelligence. Presently running at normal business with functions managed at regular performance meetings and continuing to refresh internal performance dashboards.

OPCC are invited to join meetings.

Q4. DA Repeat Victims
Could this report on DA repeat victims be also provided to the OPCC for our information and attention?

Report to be shared with OPCC once it has completed the internal process and has been reviewed at meetings.

Action: Review Victims Satisfaction

Deep Dive Topic
May 2021 - Criminal Justice | *2. Report on DA repeat victims to be shared with OPCC once ratified.* |
| 04.27/04/2021 | **Covid-19 Update**
Exempt FOIA under Section S.31 (Law Enforcement) | |
| 05.27/04/2021 | **National Crime and Policing Measures**
Letter from Policing Minister and Annex were noted. | |
06.27/04/2021	No AOB	
Actions Arising		
02.27/04/2021	A&SI to provide victim satisfaction data for last five years	A&SI
03.27/04/2021	Report on DA repeat victims to be shared with OPCC once ratified.	A&SI

5 Year Trend – Victim Satisfaction

	2016/17	2017/18	2018/19
Burglary	86.7%	90.5%	84.2%
Vehicle	81.0%	81.2%	72.5%
Violence	80.7%	80.0%	73.2%
Hate	81.7%	81.7%	74.8%
DA		85.0%	86.0%

Data Sources.

2016/17 and 2017/18, for Burglary, Vehicle and Violence (BVV) from raw data

Formal Approval of Meeting Record	
Signature:	*[signature]*
Print Name:	Philip Seccombe, Police and Crime Commissioner
Date:	25 May 2021