

PERFORMANCE ACCOUNTABILITY MEETING (PAM)

MINUTES

Date:	Tuesday 23 rd February 2021
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	x
2	Martin Jelley	Chief Constable Warwickshire Police	x
3	Alex Franklin-Smith	ACC - Local Policing	x
4	Debbie Tedds	T/DCC Warwickshire Police	x
5	Steve Russell	Head of Analysis and Service Improvement	x
6	Mike Smith	Supt. Local Policing	x
7	Anna Middleton	DCI Warwickshire Police Cyber Unit	x
8	Nigel Collins	DI Warwickshire Police Cyber Unit	x
9	David Patterson	OPCC – Scrutiny & Performance	x
10	Polly Reed	OPCC CEO	x
11	Abby Simkin	OPCC - Criminal Justice and Equality	x
12	Katie Baker	OPCC Secretariat - Minute Taker	x

Apologies

Name	Capacity	Representative
Richard Moore	Deputy Chief Constable	

Items for Discussion

Number	Item	Action
01.23/02/2021	<p><u>Minutes</u> The Minutes of the previous meeting dated 26th January 2021 were agreed and approved.</p> <p><u>Actions</u></p> <p>I. CAR to be included in the April Deep Dive subject to vulnerability. Scheduled for PAM April 2021</p> <p>II. Supt Smith / OPCC lead on Criminal Justice and Equality (AS) to arrange a virtual meeting . Abby Simkin met with Insp Ben Hembry</p>	<p>Discharged</p> <p>Discharged</p>
02.23/02/2021	<u>Cyber and Digital Investigations - Deep Dive</u>	

	<p>DCI Middleton and DI Collins gave a comprehensive briefing on the Warwickshire Police Digital Investigation Unit (DIU) that was established in April 2020 as a stand-alone unit post transition from the Alliance.</p> <p>The unit provided a local delivery of the cybercrime response across the 4 x Ps focusing on an improved victim experience, an effective investigative response, local prevention messaging and working to identify and divert people vulnerable to becoming involved in cybercrime.</p> <p>It was noted that the Unit was currently meeting key performance indicators: -</p> <ul style="list-style-type: none"> • 100% of Action Fraud referrals would be investigated • 100% of victims who reported to Action Fraud would get advice in person or over the phone to prevent becoming repeat victims. • 100% of people identified as vulnerable to cybercrime would get prevent contact and intervention where appropriate <p>The DIU unit supported individuals and the business community and delivered an effective response to all types of cybercrime, providing consistent advice and information using national material and products. There was an emphasis placed on victim support in order to protect those most vulnerable members of the community</p> <p>The challenges and aspirations for staying ahead of criminals was outlined with the Police CyberAlarm system, identified as a tangible product which would enable forces to stay up to date with the latest threats for local, regional and national cybercrime incidents and trends. Forces would be measured on how many organisations were signed up to the Police CyberAlarm.</p> <p>It was agreed that the DIU would work closely with the Warwickshire Cyber Crime Advisors and promote activity through the Warwickshire Safer Partnership Board.</p>	
03.23/02/2021	<p><u>Performance Scrutiny</u></p> <p>ASI Performance Report DP gave a brief outline of the ASI Performance Report which focused on 'Respond and Reassure' although identifying performance trends through comparative temporal data continued to be challenging due to the impact of COVID19 on the profile of crime.</p> <p>All data stats were noted which led onto the :- OPCC Performance Scrutiny</p>	

	<p>DP reported that the OPCC were content overall with the Force Performance but asked the following scrutiny questions:-</p> <p>Q1. Could a breakdown of Action Taken rates by serious and iconic crime types be provided in future Performance Reports?</p> <p>SR confirmed that information was available and reported through the ISO Board</p> <p>Q1b. Would the Head of ASI be in a position to provide an overview of the CHI concept to the PCC?</p> <p>SR gave a detailed explanation of the CHI concept which used offence sentencing time guidelines as a measure to weight crime recording. The CHI concept could also weight the seriousness of the crime to Action Taken data, which would allow a more nuanced and sophisticated view of crime figure modelling.</p> <p>Warwickshire were currently exploring this concept and would come back to this meeting with a full presentation.</p> <p>Q2. Victim Satisfaction data previously included a breakdown of the various stages of service delivery from initial report through to finalisation. Is this information still sought in order to better understand the victim's experience of their 'journey' and what action is taken by the Force in terms of addressing any issues identified through the surveys in order to better meet the needs of victims and thereby improve service delivery?</p> <p>AFS confirmed that this information was still captured by the force and that a Victims and Witness Experience Board had been set up (Chaired by Ben Smith) to pick up issues that were identified through the surveys.</p> <p>The feedback from surveys had led to a number of positive changes being implemented by the force, including the wording of letters that went out to victims.</p> <p>The supervisor dashboards were used to good effect in order to identify good performing teams and those individuals who were under performing around victim contact / follow up leading to additional training.</p> <p>It was envisaged that further work would flow from the Victim and Witness Experience Board that was still in its infancy, with Hate Crime being one of those areas to be picked up.</p> <p>Q3a. Is there an explanation for the relatively low</p>	<p>SR: -</p> <p>i. Consider adding Action Taken rates for specific crime types to be included in Performance Report</p> <p>SR: -</p> <p>ii. Consider presenting CHI at a future PAM once the concept had been further assessed.</p>
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number of SPO's given the potential serious harm that can arise from stalking?

Q3b. Is further guidance and training required for officers to be aware of the use of these orders given the relatively recent introduction of the legislation?

DG reported that the Statutory Guidance from the Home Office had recently been received in January 2021. The increased improvements in the recording of stalking offences would increase numbers of offences identified and therefore increased response. The changes in the DARO roles, as part of Evolve 2, would enable a proactive positive approach in considering SPO's in all offences as they could deal with offenders (warranted officers) as well as the victims.

As the Stalking Protection Order function embeds (more complex as requires offender to take action and therefore infrastructure that sits behind that needs to be thorough and embedded) the Force will see Stalking Protection Orders increase.

Q4. Do Warwickshire Police refer a disproportionality high number of cases to CPS for a charging decision, when compared to other like Forces?

TD reported that officers were encouraged to push DA and vulnerability cases for a charging decision. It was noted that some charging was subjective and appeals could be made to ensure the right result for the victim. More work was required, but currently no concerns.

Q4b. What is the current position with establishing the Evidence Review Officers as proposed with the intention of improving the standard and quality of prosecution files?

DT reported that she had met with the Deputy Crown Prosecutor last week with further meetings to be set up and discuss further. Quality of data was a national high standard set by the CPS and there was a lack of consistency.

The decision had been taken to prioritise the operational roles over the summer months therefore the Evidence Review Officers had been put back to the end of the year (under constant review).

In the meantime feedback to officers and supervisors on file quality was being given with an ongoing training programme.

04.23/02/2021

COVID-19 Update

	Exempt FOIA under Section S.31 (Law Enforcement)	
05.23/02/2021	<u>HMICFRS – ROCU Inspection</u> The report circulated by DP was noted. It was agreed that DG would work through the list of recommendations and take forward those that were pertinent to Warwickshire.	
06.23/02/2021	<u>Police and Crime Panel – 18th March 2021</u> Performance Data Further to a request by the Police and Crime Panel it was agreed that the OPCC would publish the OPCC Performance Scrutiny Report with written response from the force on a case by case basis. Covid-19 Survey Further to request from the P&CP it was agreed that the COVID19 Survey would be presented to them JASC Annual Report It was agreed that the Police and Crime Panel would receive a copy of the Warwickshire Joint Audit and Standards Committee Annual Report	DP: - Circulate Scrutiny Report to P&CP Circulate Covid-19 survey to P&CP Circulate JASC report to the P&CP
07.23/02/2021	Any Other Business There were no further items for discussion.	

Actions Arising

Item	Action
N/A	AFS to inform the PCC on the number of staff within the Hate Crime Unit (outside of this meeting)
03 23/02/2021.i	SR - Consider adding Action Taken rates for specific crime types to be included in Performance Report
03 23/02/2021.ii	SR - Consider presenting CHI at a future PAM once the concept had been further assessed.
06 23/02/2021	DP - Circulate papers to P&CP

Schedule of Deep Dive Subjects

PAM Month	Performance Month		Performance Focus	OPCC Publish	Deep Dive Topic to be agreed
Nov	Oct		R&R		Nil
Dec	Nov		E&E		Nil
Jan 2021	Dec	Q3	P&P		Hate Crime
Feb	Jan		R&R	R&R	Digital Cyber
Mar	Feb		E&E		Change Management
Apr	Mar	Q4	P&P		Repeat Victims
May	Apr		R&R		Criminal Justice
Jun	May		E&E	E&E	Budget
Jul	Jun	Q1	P&P		County Lines

Aug	Jul		R&R		OCC / Public Contact
Sep	Aug		E&E		Diversity
Oct	Sep	Q2	P&P	P&P	Domestic Abuse
Nov	Oct		R&R		Outcomes
Dec	Nov		E&E		Sustainability
Jan 2022	Dec	Q3	P&P		Roads Policing
Feb	Jan		R&R	R&R	Stop & Search / U of F
Mar	Feb		E&E		Budget
Apr	Mar	Q4	P&P		Crime Profiles

Next Meeting: Tuesday 27th April 10:00 hrs

Formal Approval of Meeting Record

Signature:

Print Name: Philip Seccombe PCC Warwickshire

Formal Approval of Meeting Record

Signature:

Print Name: Martin Jelley CC for Warwickshire