

Police and Crime Board, 1st June 2017, 13:00-17:00

Venue: OPCC Meeting Room

Attendees:

- **PCC**
- **Chief Constable**
- **Deputy Chief Constable**
- **Constabulary CFO**
- **OPCC CEO**
- **OPCC CFO**
- **OPCC Head of Commissioning**
- **OPCC Strategic Planning and Performance Officer**

To support the carrying out of the PCC's statutory functions including overseeing delivery of the Police and Crime Plan, being the forum for formal decision making by the PCC and otherwise allowing for the PCC to scrutinise the work, performance, key projects and budget of the Constabulary and other partners.

AGENDA

1. Apologies

- **OPCC CEO**
- **Deputy Chief Constable**
- **OPCC Strategic Planning and Performance Officer**

2. Minutes and Actions

3. Performance against Police and Crime Plan (Focus on Strategic Priority 1 – Protect the Most Vulnerable from Harm)

- a. Performance Overview
- b. Domestic Abuse and Sexual Offences

4. Decisions (to be signed at the meeting)

- **2017/011 – CSE Victim Support and Identification Service**

5. Chief Constable's Update (any risks or issues that the Chief Constable wishes to raise)

6. Key Organisational Risks and Issues

7. HR: Staff Survey (Staff Survey and initial thoughts from the Head of HR)

8. Major Projects

- a. Change and Savings Plan (SW1 succession, Enabling Services and PBR)
- b. Digital Programme
- c. SW1 HR and Finance Return

9. Finance: Annual Accounts

10. Equalities

11. A.O.B

12. Publication (agree any items for publication other than the Minutes and Decision Notices)

Date of the Next Meeting: 30th June 2017, 13:00 – 17:00

DRAFT Minutes of the Police and Crime Board, 1st June 2017

Attendees:

Sue Mountstevens, Police and Crime Commissioner
Andy Marsh, Chief Constable
Sarah Crew, Assistant Chief Constable
Mark Simmonds, OPCC CFO
Marc Hole, OPCC Head of Commissioning
Nick Adams, Head of Finance and Business Services
Sean Price, Head of Business Improvement
Marie Wright, Chief Inspector, Local Policing
Dan Wood, Head of Strategic Service Improvement
Richard Corrigan, Head of Professional Standards
Cathy Dodsworth, Head of HR
Andrew Roebuck, Chief Constable's Staff Officer
Vicky Ellis, PA to OPCC CEO and CFO

1. Apologies

John Smith, OPCC CEO
Gareth Morgan, Deputy Chief Constable
Julian Kern, OCC CFO
Karin Takel, OPCC Strategic Planning and Performance Officer

2. Minutes and Action Update

The Board discussed updates on the actions from the last meeting of the Police and Crime Board on 3rd May 2017:

- Positive feedback has been received following the Service Delivery Assurance visit to communications centre. Noted that the FIS tool is still causing issues. Agreed that a post implementation lessons learned review to be undertaken of FIS (OPCC to commission) and a review of PND lessons learned to be conducted (joint commission).
- National Police Air Service Usage will be discussed at National Police Chiefs Council, continuing decline in use.
- Babbasa – this is in process for payment.
- OCC CFO to provide a timetable for the formal decision regarding ERP
- Staff Survey – The Chief is assured that people are not being incorrectly detained under Section 136 of the Mental Health Act.
- FCIR – Feedback on the training has been good. Regular checks should be undertaken on accuracy of crime recording – shouldn't wait for the Inspection.
- Lighthouse referrals – the report received was useful. SM shared the concern expressed to her by community leaders at a recent meeting that their communities are still concerned at the lack of follow up from officers. The Constabulary confirmed that through the Back to Basics

programme officers are being reminded it is the quality of follow up that is important, not the quantity.

- Neighbourhood Policing Review - The PCC requested sight of the Terms of Reference for this.
- Bristol Drugs Education Programme – current and predicted costs have been requested. OPCC to assess commissioning options and proposal to be put to next Police and Crime Board.
- The PCC suggested that it might be useful to feedback to the community following drug testing at Glastonbury.
- HR Quarterly Report – the PCC requested an update on what will happen to the police officer candidates held in the pool.

The minutes of the Police and Crime Board on 3rd May were approved, one typo was corrected.

3. Performance against the Police and Crime Plan (Focus on Strategic Priority 1 – Protect the Most Vulnerable from Harm)

a) Performance Overview

HMIC Inspection – Hot Debrief – Efficiency & Legitimacy

The HMIC Inspection Hot Debrief was discussed and the draft report should be available for factual accuracy checks in the autumn. Overall the positive comments outweighed the areas for improvement, particularly in the areas of leadership, collaboration, BWV. Areas for improvement were noted in the areas of HR process; Ethics; Well-being; workforce skills and prioritised training.

Directorate Updates

The Constabulary Management Board (CMB) is evolving with the reporting through the four directorates and the main reports are focussed on the specific Police and Crime Plan areas. The PCC thought the Outcomes Assurance Matrix was very clear and showed how each Directorate was performing.

The Continuous Improvement section of the CMB will focus each month on 3 key issues to problem solve. It was noted that at the next CMB there will be a spit hood for demonstration to aid discussions in this area.

Positive Outcomes

The trends of 'positive outcomes' across the Directorates was discussed. The PCC sought assurance that the new accountability structures will be effective in driving improved performance. A recent dip in response times was discussed and agreed as an area for further review. Sustained performance improvement following Back to Basics remains elusive.

b) Assurance Report

Theme A - Domestic Abuse

The Constabulary have a new operating framework for Domestic Abuse Offenders with improved tasking and problem solving processes which

provides better knowledge for staff and feeds into the fortnightly Multi-Agency Risk Assessment Conference process.

Improvements are also planned for managing the Outstanding Named Suspects - there will be a visible tag on the supervisors page in Qlik Sense which will make this easier.

The PCC asked what evidence there was that managing offenders reduces their offending. The Constabulary confirmed that the interventions they use will be evidence based, such as Project CARA which has been used by Hampshire Constabulary and which the Constabulary would like to introduce to Avon & Somerset.

The PCC asked if the Constabulary could explain the DASH data, what would good look like. It was confirmed compliance figures of 90% would be good. Currently officers have to complete two forms – a paper one with the victim at the scene and then an electronic one to send to partner agencies. This will improve with the rollout of the new mobiles and officers will only need to complete it once, on their mobile devices.

It was noted that Avon and Somerset have a higher number of MARACs compared to other Forces.

Theme B – Serious Sexual Offences (SSO)

The Constabulary believes the increase in reporting of SSO in Avon & Somerset is a reflection of the increased confidence of victims to report offences. It was noted that the Constabulary have not no-crime a rape in two years. The Constabulary have undertaken Operation Benchmark reviewing over 1,100 cases across Bristol Investigations and found that 23% of live crimes could be finalised. The closure provided to victims as well as officers was good. There has since been an improvement in supervisor reviews of crimes. Nationally the Constabulary has moved from 43rd to 32nd for fully resolved outcomes for SSO.

4. Decisions

Please note that Decision Notices are published on the PCC website on the Decisions page under the Openness section.

2017/011 CSE Victim Support and Identification Service – Agreed. The Decision Notice will be signed and published on the PCC's website after the election and in accordance with procurement rules.

2017/012 Windows 10 Rollout – Agreed. The Decision Notice will be signed and published on the PCC's website after the election.

5. Chief Constable's Update

The Chief Constable reported on the following key issues:

- Terrorist incident in Manchester.
- Leadership – changes to the senior leadership team – Caroline Peters will temporarily fill the ACC role and there is an advert for Superintendents.

- HR issues – concerned following the HMIC Inspection but excellent new opportunity with new Director of HR appointment.
- IT – there are issues but plans in place to mitigate. Independent Review to be considered – a paper will go to the June CMB.
- Citizen Journalism – discussed way social media can reinforce existing bias as filtered and does not show balanced story. The PCC expressed concern at the incident in Yeovil that had appeared on social media that morning. It was noted that there will be a PSD investigation. The PCC would like the Constabulary to be better at setting the context in situations like this. The Constabulary agreed it is important to be open and transparent, and explain and apologise where appropriate.

The list of IPCC investigations was discussed. The PCC was not previously aware of all of them and requested she be informed by e-mail directly.

6. Key Organisational Risks and Issues

The Chief Constable requested a change in the wording of report 6 in the second bullet point under 'Risks on the Constabulary register with red RAG status' to 'Crime and incident recording compliance levels require improvement (HOCR, NCRS and NSIR). This was agreed.

The PCC asked about the data quality issues that were noted in the report. The Constabulary confirmed that a strategic risk for their risk register was being added, issue owners will be identified and actions put in place to make a difference to this.

7. HR – Staff Survey

The staff survey was discussed and the difficulty with drawing comparisons to previous years as it is a new survey. The PCC expressed concern at the time that had elapsed between staff completing the survey and receiving feedback on it and requested the Constabulary find a way to do this as soon as possible. It was agreed to seek further comparative data from Durham to add more value to the report.

8. Major Projects

a) Digital Programme

The Mobile programme is moving more positively – feedback on devices in testing has been good. Using Digi-SPOCs is working well and the laptop rollout is on track for timescale and budget. The PCC asked how engagement was with SW1 and whether they were responding to demands in this area. The Constabulary confirmed they were responding well.

PND

An update was provided on progress with PND. A patch has been applied to fix the problems with Niche and the extract was underway which should be completed by the weekend. It is slow progress but it is proceeding.

DEMS

This project has been refreshed – updated project plan to be shared with the PCC.

b) SW1 HR and Finance Return

The PCC requested an updated and more detailed project plan for this as well as a report on managing Payroll risks.

9. Finance: Annual Accounts

The PCC and the Chief Constable approved the publication of the draft accounts and the opening of the Inspection period.

10. Equalities

The Constabulary provided an update on the Equalities and Diversity Board, this will be co-chaired by the DCC and the Director of HR.

The PCC asked if the Chief Constable had received a response following his plea in a blog for staff to update their ethnicity. It was unknown, an update will be provided to the PCC.

11.A.O.B

It was noted that the details of claims for overtime relating to the uplift in national status was being captured centrally.

12. Publication

The following items were agreed for publication:

- 3rd May 2017 Police and Crime Board Agenda
- 3rd May 2017 Police and Crime Board Minutes
- 2016/17 Revenue and Capital Financial Performance Report

Actions List:

See Exempt Actions List

Date of the Next Meeting: 30th June 2017