

# WEST MERCIA POLICE & CRIME PANEL



REPORT OF THE CHIEF  
EXECUTIVE

WEST MERCIA POLICE  
AND CRIME PANEL  
5 October 2016

## POLICE & CRIME COMMISSIONER ACTIVITY AND PERFORMANCE MONITORING REPORT

### 1. PURPOSE

The purpose of this report is to provide members of the Police and Crime Panel with an overview of the breadth and depth of the Commissioner and his Deputy's work and an update of force performance. The Commissioner's update replaces a progress report against the previous police and crime plan.

### 2. BACKGROUND

The Police and Crime Plan for 2013 – 17 relates to plan of the previous commissioner. Rather than provide the Panel with an update on progress relating to that plan, this report provides a brief oversight into the current commissioner's work along with that of his deputy in the lead up to the publication of the Safer West Mercia Plan which is subject to a separate report to the Panel.

### 3. FORMAT OF THE REPORT

This report is presented in three sections as follows:

- Part 1:** Overview of the Commissioner's and his deputy's activity
- Part 2:** An update on performance by exception
- Part 3:** A brief outline of the PCC's key activity related to his performance role and function which is not captured in parts 1 or 2 of this report

### 4. PART 1 – UPDATE ON COMMISSIONER ACTIVITY

The following section provides a brief overview of areas of focus and activity of the PCC and his Deputy, Tracey Onslow.

#### Safer West Mercia Plan

The Safer West Mercia plan is the PCC's key strategic document. A report outlining the PCC's development of the plan including the outcomes of the public consultation has been submitted to the Panel.

## **Victim's Charter**

Between May and July the PCC carried out a public consultation around his commitment to victims. The feedback from the consultation was used to develop the PCC's Victims Charter for West Mercia. The charter outlines the standards and services communities can expect should they ever fall victim to a crime. The charter sets out key points for helping people to cope and recover from a crime, including preparing statements for court cases, being kept up to date on their case and preventing people becoming victims a second time.

## **Governance and accountability**

In May the PCC introduced a monthly assurance meeting to hold the chief constable to account on force performance, the HMIC inspection programme and strategic organisational initiatives. Performance issues are identified from the weekly, monthly and quarterly performance reports. Issues subject to scrutiny to date have included: victims satisfaction; response times; missing persons and domestic burglary. Notes taken at the monthly meeting are published on the PCC's website.

In addition, the PCC recently held a holding to account session with the chief constable to specifically discuss West Mercia Police's approach to child sexual exploitation. Notes from this meeting will be published in due course.

The PCC has a statutory requirement to publish strategic decisions and these are published on the website. To further enhance openness and accountability the PCC has agreed with the Warwickshire PCC to publish minutes from the Alliance Governance Group (AGG). This meeting provides oversight and governance of the alliance between West Mercia Police and Warwickshire Police.

In support of the alliance transformation programme both the PCC's have approved a £5.5 million capital investment in new technology. The new systems, from Saab, are a key part of the new Operations Communications Centre (OCC). The technology will mean contact handlers can process information faster, make better use of resources and provide a better response to incidents first time. Officers on the ground will be able to spend more time with the public and find out more about incidents before arriving at the scene, enabling them to make better decisions. It will also open up the potential for new channels to report incidents, improving the way in which the forces interact with the public.

The PCC, DPCC and officers attend a range of internal meetings to support the role and function of the PCC.

## **Internal briefings and engagement activity**

Since taking office the PCC has instigated and attended a large number of briefings with officers and staff from across the many different departments and functions within the organisation. The knowledge and understanding attained at these briefings assists the PCC in effectively undertaking his duties. Following her appointment the DPCC has attended briefings related to her role.

In addition to formal briefings both the PCC and DPCC have separately been carrying visits across the force area. For the PCC this has included visits to policing areas, attending the training school to address new students and police staff and local policing award evenings.

## **Community and media engagement**

Both the PCC and DPCC have undertaken meetings and engagements with a wide range of organisations and community representatives from across West Mercia. Examples include parish councils, neighbourhood watch associations and schools.

The PCC has developed a new Community Ambassador scheme to ensure additional engagement in each geographic area. These Ambassadors are now all in post following the design of the new programme, recruitment, vetting and induction. All have also been introduced to their relevant Association of Local Councils with a view to increasing engagement in this area.

A new website is to be delivered at the end of September. This was a priority for the PCC and has been actioned as soon as possible. Since the PCC's election it has gone through every phase - concept, choosing the provider, design, build and population. The resulting website will be more user friendly and interactive than the previous site.

The PCC has undertaken a number of public consultations. Two on the Safer West Mercia Plan and another on the new Victim's Charter. Another survey is currently ongoing involving a PCC project with young people which has received 1,200 responses at the time of writing.

The PCC has chosen to have an increased focus on engagement via social media, particularly Facebook. As a direct result there has been a good increase in engagement on the PCC's Facebook page and work is underway to build that further in the coming weeks/months with a new strategy specifically for this area to follow. The PCC has also launched a new Instagram page. In support of the social media activity there is a real focus on delivering a personal service, for example by replying to individual comments in a timely way.

The PCC has met with editors of major local media outlets to discuss their needs, his priorities and how they can work together in the coming years. These meetings have been very positive and well received by both parties. The Commissioner's work or views have featured in the media over 160 times since his election.

## **Commissioning and Grants**

Whilst work is ongoing to develop a new grant scheme to support the outcomes of the Safer West Mercia Plan the PCC has made a number of financial commitments to enhance services. These include:

- A financial commitment to male independent sexual violence advisors (ISVA) provision across West Mercia

- Paediatric SARC - new service joint funded between with NHS England, West Mercia PCC, Warwickshire PCC and West Midlands PCC.
- Financial commitment to the Mobile Phone Community Safety App for young people (in partnership with University of Worcester)
- A one off grant for SSAFA, funding people to work with veterans to prevent reoffending and to support veterans coming out of prison)

The PCC has introduced a pilot for 10 existing grant recipients to trial an outcome monitoring system called the Outcomes Star. The trial will assess the viability and effectiveness as well as value for money of the system. If successful it will provide a much more robust way of establishing whether a service is achieving the outcomes it has set out to achieve and will assist the PCC in identifying and supporting activities that make a difference.

## **5. PART 2 – PERFORMANCE MONITORING REPORT**

Accompanying this report is the quarterly performance report for April – June 2016. This is the first quarters report for 2016/17. The quarter two report is due on 14 October and will be forwarded to Panel members once published. The format and content of the quarterly report is subject to review along with the development of a performance dashboard and a monthly report.

## **6. PART 3 – PCC ACTIVITY**

The following provides a brief outline of PCC activity not captured in parts 1 or 2 of this report, but which will be of interest to the panel. This update relates to the period 1 January 2016 to date.

**Joint Audit Committee** - the Independent Joint Audit committee met in September 2016. Items considered included, internal an external audit reports, risk management, the statement of accounts and a report on Place Partnership' s assurance arrangements.

**Trust, Integrity and Ethics Committee** - this committee is responsible for enhancing trust and confidence in the ethical governance and actions of Warwickshire Police and West Mercia Police. The committee met in July 2016. Items considered include dip sampling of complaints, an update on the change programme and a Performance Standards overview.

### **Her Majesty's Inspectorate of Constabulary (HMIC)**

During the summer HMIC have re-inspected West Mercia's compliance with the Best Use of Stop and Search Scheme (BUSS). The force was suspended from the scheme by the Home Secretary in February 2016 following the publication of HMIC's Police Legitimacy report, when the force was found to be non compliant in three areas of the BUSS.

The Commissioner has recently received confirmation from HMIC that West Mercia is now fully compliant and from the Home Secretary confirming that the force has been reinstated on the BUSS with immediate effect.

## **7. Recommendation**

**Members of the Panel are asked to consider the report.**