



Philip Seccombe
Police and Crime
Commissioner
for Warwickshire

Governance & Performance Board

OPEN Minutes 11th June 2024

Meeting Record:

Chair	Philip Seccombe, Police and Crime Commissioner
Police and Crime Commissioner	Attendees: Philip Seccombe (PCC), Emma Daniell (DPCC), Polly Reed (PR), Claire Morris (CM), Sara Ansell (SA), Calum Walmsley (CW) Minutes: Imogen Forrest (IF)
Warwickshire Police	Attendees: Debbie Tedds (DT), Dave Gardner (DG), Ben Smith (BS), Steve Russel (SR), Nathan Moore (NM), Alison Hall (AH), Andy Oliver (AO), Tania Coppola (TC), Steve Davis (SD) Apologies: Alex Franklin-Smith (AFS), Jeff Carruthers (JC),
Date of Next Meeting	9 th July 2024

Actions and Matters Arising

Reference	Discussion	Action
01.11/06/2024	The minutes of the closed meeting dated 4 th April 2024 were agreed as a true and accurate record. Warwickshire Seminars PCC attended the first seminar yesterday and stated it was well attended and had good engagement.	

	CC highlighted the professionalism of the transfer for the new phones. PCC agreed this was extremely successful.	
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Terms of Reference 2024/25

Reference	Discussion	Action
02.11/06/2024	PR advised that the terms of reference are currently still in draft and if all could review outside of the meeting to then bring forward to another meeting for discussion.	ACTION

Retail Crime

Reference	Discussion	Action
03.11/06/2024	<p>A set of questions had been prepared by the OPCC around Retail Crime and had been circulated prior to the meeting. The force's responses were considered, with follow up questions from the PCC and other attendees.</p> <p>Business Crime Delivery Plan</p> <p>SD highlighted that the delivery plan was published in January 2024 and will be reviewed quarterly, at the SNT Governance Board, to identify progress and improvements. SD explained that the force are working with the Warwickshire Retail Crime Initiative around prevention work and have identified new problem solving incentives.</p> <p>SR advised that the work done with the WRCI has had some positive feedback but more has been done in the south of the county rather than the north, and this has been identified and a team has been tasked to improve this.</p> <p>SD stated in relation to investigations, there has been a huge improvement in outcomes to date. The PCC questioned in relation to the table presented, if the stats were to the force's satisfactory? SD advised that the force are content with the stats but there is always room for improvement.</p>	

	<p>CM questioned in relation to the SNT Governance Board, if an appropriate member of the OPCC could be invited to join? SD confirmed He would share the date of the next meeting</p> <p>Action: SD to invite Chris Lewis to future SNT Governance Boards.</p> <p>CM recognised that the ISO team look for opportunities to utilise out of court disposals but questioned how many, how often and how effective they are at doing so and if RJ solutions are included within this? SD confirmed that the force have accepted that more work is required around this and would be able to send figures to CM.</p> <p>Action: SD to send figures to CM in relation to OOC and RJ solutions.</p> <p>Investigation Standards Outcome Team</p> <p>CC advised that the ISO team are currently a temporary structure but force are keen to review to decide to either; make team permanent, phase out or deliver in different way.</p> <p>A brief discussion took place around the achievements of the ISO team. The PCC highlighted that the ISO team's outcomes have dropped back after making progress in April and questioned why? SD confirmed that the force have recognised that levels have fallen and there is internal works being done to change that.</p> <p>The PCC was advised that the ISO team will be sitting in with the SNT teams to share learning which will support the internal works moving forward.</p> <p>Criminal Behaviour Orders</p> <p>A brief discussion took place around CBOs as they are now being prepared for prolific shoplifters across the force. The PCC asked for clarification around figures provided within the report.</p> <p>SD confirmed that between April 2023 and May 2024, 12 CBOs have been applied for by the force and 10 have been successful so far. 2 are still outstanding but have requested a review.</p>	
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	CM questioned how many prolific offenders are there within Warwickshire? SD confirmed that there are around 40.	
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Q4 Performance Review

Reference	Discussion	Action
04.11/06/2024	<p>A set of questions had been prepared by the OPCC for the Q4 Performance review and had been circulated prior to the meeting. The force's responses were considered, with follow up questions from the PCC and other attendees.</p> <p>Knife Crime</p> <p>A detailed discussion took place around knife crime. The PCC questioned if the action taken outcome rate of 14% is through reactive investigation? And questioned what the force are proactively doing to reduce knife crime? SR confirmed that a qualitative assessment was done and the outcome was that there is both reactive and proactive investigations done.</p> <p>SR highlighted that the majority of knife crime takes place during domestic incidents within the home. However, through proactive engagement with young people, the force have identified that some individuals carry knives because others carry knives which has been flagged as a societal issue.</p> <p>CM questioned if there were regular programmes where officers go into schools to speak to young people about knife crime? CC stated that this is a partnership effort which comes under the Serious Violence Strategy which the County Council leads on.</p> <p>The CC suggested that the OPCC review the effectiveness of the partnership, how well it is working and how the force evidence their participation. CM confirmed she would raise this with the Head of Policy and Partnership for future consideration</p> <p>CM questioned what the stop and search data was in relation to proactive and reactive investigations?</p>	

	<p>SR confirmed that figures can be broken down and sent to CM.</p> <p>Action: SR to send break down figures to CM.</p> <p>Victim Satisfaction</p> <p>A discussion took place around victim satisfaction. The PCC questioned in relation to those dissatisfied with their victim experience, if there was any follow up to better understand the issues and to remedy any shortcomings in the service provided? BS advised that the force has identified this as a weakness and area for improvement.</p> <p>The PCC recognised the improved figures in relation to target rates but highlighted hate crime still remains low and questioned what the force were doing in order to improve it? SD advised that he is reviewing how hate crime is reported into the force and then how it is investigated. However, currently do not have the correct oversight so that will also be reviewed.</p> <p>The PCC questioned if there was a national approach for good practice to be identified and imported into Warwickshire? The PCC was advised that this is not a national approach in relation to victim satisfaction as all forces have different approaches, but confident that with the implementation of the CCC, phoning victims and getting verbal feedback, will be more beneficial than online surveys.</p> <p>DG highlighted that this type of feedback will be of use as it will record actual narrative and identify what individual officers are doing well or not doing well.</p> <p>CC stated that it is important that the force improve the service provided to victims as it is their job to provide a service and should always have the victim of a crime at the centre of what they do.</p> <p>SR advised that the CCC receive a call list of closed crimes every day and make their way through the list. 1285 surveys have been conducted however 834 failed as the call went unanswered.</p>	
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	<p>OCC</p> <p>A discussion took place around the substantial improvement that has been achieved in call handling performance of the OCC. The PCC was advised that 90% of 999 calls are answered within 10 seconds and for 1st response to 101 calls it is within 1 minute. However, the wait for a call handler is longer but with the implementation of call back assist improvements should be seen.</p> <p>The PCC questioned if there were target response times? DG confirmed there are target rates for the 999 calls as it is an emergency service required but not for 101 calls. DG stated the force are content with both the 999 and 101 call times.</p> <p>The CC highlighted that the 999 calls have reduced but 101 calls have increased. However, the force are confident that the 101 triage system and call back assist have resulted in the abandonment rate being lower and actual emergency calls being received via the 999.</p> <p>Visibility and Engagement</p> <p>The PCC questioned if there is any measure as to the proportion of time officers in Patrol/SNT/OPU spend outside of the police station and are visible to communities? BS confirmed that there is a whole performance package to manage visibility which has been rated by participants and digitally maps out activity and location of where officers go.</p> <p>CC highlighted that there is a difference in being visible and engaging with communities. Engagement with the public adds more value which then leads to better trust and confidence, better co-operation and collaboration in policing.</p> <p>Personal Development Review</p> <p>The PCC questioned how many PDR's are up to date? BS confirmed that 93% are up to date. But recognises that the force does need to improve on the recording of them as it is currently a challenge.</p> <p>Exit Interviews</p>	
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	The PCC stated that it was his understanding that the CC meets with all police officer leavers and questioned what themes have been identified from them? CC confirmed that she does not meet with all officer leavers, only those of 20+ years' service or who specifically request to meet with CC.	
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Information Requests & Holding to Account

Reference	Discussion	Action
05.11/06/2024	<p>PR advised that the paper has been prepared to outline activity taken in respect of Information Requests and Holding to Account Activity. PR explained that it is currently in draft version but it will serve two purposes:</p> <ul style="list-style-type: none"> - Firstly to provide the status of IR requests made to the force. - Secondly to list the details of the holding to account activity taken place across that month. <p>PR highlighted that the latter section will be published on the OPCC's website monthly but wanted the force to be aware prior to publication. Once finalised it will be shared with the force.</p> <p>CC requested that dates are added to the IR table to track progression of requests and to also input all future GPB deep dive topics. PR agreed this would be of use.</p> <p>Action: PR to add CC's suggestions into report.</p>	

Money Matters Report

Reference	Discussion	Action
06.11/06/2024	PCC thanked AO and team for producing and presenting Money Matters report. AO advised that the PCC is asked to note the contents of report and approve the recommendations set out.	

Estates Report

Reference	Discussion	Action
07.11/06/2024	<p>PCC thanked NM for producing and presenting report which was circulated prior to the meeting.</p> <p>NM advised that the estates team have now had their first meeting with the design team for the external transformation process for the Leek Wootton site, which went well and team now have a feel for site to now progress some ideas.</p> <p>CC questioned if the temporary cabins could be removed to provide extra spaces for parking? NM confirmed that this could be arranged.</p> <p>The implementation of EV charging points was discussed. NM advised that 14 charging points across the entire police estate are to be fitted in upcoming weeks. NM confirmed that there will be 4 points at the Leek Wootton site.</p>	

Decision Notices

Reference	Discussion	Action
08.11/06/2024	No new decision notices were discussed.	

Establishment Report

Reference	Discussion	Action
09.11/06/2024	<p>The PCC thanked AH for producing report and attending the meeting.</p> <p>AH advised figures provided within the report are as reported at 31st May 2024:</p> <ul style="list-style-type: none"> • PCEP intake for June's course has increased to 24. • Intake for March PCEP course provisionally increased to 24, which will be confirmed in Q2. • Known leavers for June is 4. 	

Operational Update

Reference	Discussion	Action
10.11/06/2024	<p>CC briefly highlighted key incidents that have occurred and confirmed she would send the PCC a more detailed briefing note.</p> <ul style="list-style-type: none">• X3 Bomb Threats in Schools in Warwickshire and x2 within the West Midlands.• Murder investigation launched in Nuneaton.	

Any Other Business

Reference	Discussion	Action
11.11/06/2024	N/A	