

Force Performance Scrutiny Meeting
Thursday 18 December 2014
9:00am, PCC's Conference Room, Hoffmanns Way

Present:-

Lindsay Whitehouse, Deputy Police and Crime Commissioner (DPCC), Office of the Police and Crime Commissioner (OPCC)	LW
Wil Kennedy, Head of Strategic Change Management Department, EP	WK
Carly Fry, Assistant Director Performance and Scrutiny, OPCC	CF
Jan Klimkowski, PCC Communications Manager, OPCC	JK
Detective Chief Inspector Stuart Hooper, EP	SH
T/Inspector Paul Seabright, EP	PS
Claire Heath, Head of Customer Service	CH
Tina Bateman, Performance and Scrutiny Officer, OPCC	TB

	Matter Raised	Action	Owner	Date for Completion
1.	<p>Matters arising The actions raised at the meeting of 27.11.2014 were addressed as follows:</p> <p>76/14 – to follow 80/14 – actioned 81/14 – to follow 82/14 – actioned 83/14 – to follow 84/14 – to follow 85/14 – actioned 86/14 – actioned 87/14 – actioned</p>			
2.	<p>Minutes of Performance Meeting held on 27 November 2014</p> <p>The minutes of the meeting were agreed.</p>	Publication on PCC website	JK	09.01.15
	<p>Monthly Force Performance Reports: A detailed report on Force performance for November 2014 was presented by Wil Kennedy (WK), Head of the Strategic Change Management Department, Essex Police.</p> <p>Additional discussion was had around the following:</p> <p>Domestic abuse WK advised that the data had remained stable over the previous three months, but a seasonal increase was expected over the Christmas period.</p> <p>LW noted the continued decrease in the solved rate. WK advised that the use of body worn cameras (BWC) may assist in cases involving non-cooperative victims (some 33% of cases) and although the % solved rate</p>			

<p>has decreased, productivity has increased with more offences were being recorded, as a result of improved triage and assessment of incidents.</p> <p>WK informed the meeting that the investigation of domestic abuse is continuing to improve, following the introduction of the JUNO teams.</p> <p>Supporting victims of crime The general decrease in victim satisfaction was discussed.</p> <p>CH advised that the data presented reflects satisfaction comments following events in late August. The public contact programme has been designed to assist an increase in satisfaction, including the provision of a named officer and prompt updates. The Victim Code has been embedded into the ATHENA process.</p> <p>WK stated that some improvement in satisfaction has been seen in recent months and further increase is expected. Newly recruited staff are expected to join the Force Control Room (FCR) in March next year.</p> <p>NA highlighted the 7 minute waiting time for calls to 101. CH advised that until resolution can be achieved at the first point of contact, there will be delay during transfers. The FCR triage desk is looking into this matter.</p> <p>Reducing youth offending and re-offending in general LW advised that the findings of the independent review of Integrated Offender Management (IOM) are to be reported in early April 2015.</p> <p>Road Safety WK reiterated the effects of the weather on road safety figures. NA stated that the Casualty Reduction Board meetings are focused and achieving good engagement between partners.</p> <p>Crime prevention LW highlighted the further decrease in the solved crime rate.</p> <p>WK advised that this was a challenge for the force. HMIC inspection had identified the need for improvement in this area. There is currently no</p>			
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	<p>additional resource to improve the detection rate, but the force is looking to improve investigation skills.</p> <p>NA agreed the need to further professionalise staff and questioned the spread of solved rates across the Most Similar Group (MSG) forces.</p> <p>NA highlighted the reduction in the use of cautions, compared to the previous year from 18 to 15%. WK advised that work is currently ongoing into the use of offence disposals, categories 1-18.</p>	<p>89/14 OPCC to be provided with the range of solved rates across MSG.</p> <p>90/14 Information on use of disposal categories 1-18 to be provided to OPCC</p>	<p>WK</p> <p>WK</p>	
4.	<p>Victims Code Report</p> <p>A report on the implementation of the Victims Code of Practice was presented by Claire Heath (CH), Head of Customer Service).</p> <p>CH advised that the recent PEEL HMIC Crime inspection was a good reflection. Victim contact is being monitored and CH has requested an audit at the end of December.</p> <p>Regular check point meetings are held to monitor progress of implementation and compliance and monthly discussions and monitoring takes place at the Quality and Customer service Superintendents Group meetings.</p> <p>LW noted that the adult victim action matrix provided the status as at June 2014. CH stated that this would be updated following the November audit results, which would be available in December.</p> <p>It is anticipated that the actions identified by the six month review group in June 2014 will be completed by the end of 2014.</p> <p>CF noted that many of the actions relate to a need for consistency and understanding of the Code, and asked how far officers were consistent and had a solid the understanding of Code/victims' needs. CH noted that the force audit and compliance manager has developed a framework to conduct dip-sampling to check force compliance with the code.</p> <p>The force is linking with the college and probationers to include Victims Code as a part of training. Officers have undertaken on-line training.</p>	<p>91/14 Review of updated Action matrix to be included in 2015 Performance scrutiny agenda.</p>	<p>CF/TB</p>	

	<p>There are strong links to Athena, the work of the PCC Victims' Services Commissioning and the new Public Contact Programme of work.</p>			
5.	<p>Trafficking and Modern Slavery</p> <p>A report on Trafficking and Modern Slavery was presented by Det,Ch.Insp. Stuart Hooper (SH).</p> <p>SH advised that offences are spread across the county, with labour and sexual exploitation being the two areas most frequently encountered. Victims are recruited in various ways, with their vulnerability targeted.</p> <p>Essex Police liaise with partner agencies such as Customs, Trading Standards and the UK Border Force to identify and investigate trafficking and modern slavery offences and also to ensure prevention and safeguarding. It was noted that there is overlap between the areas of CSE, sexual offences and modern slavery.</p> <p>LW highlighted the gap whereby there is currently no system in place to re-visit potential victims who have previously declined help. SH informed the meeting that this is a gap and requires addressing by all partners. LW advised of the Tilbury Shed, a PCC New Initiative funded venture that helps people to come to disclosure.</p> <p>CF stated that an expanded section of the Police and Crime Plan will focus on 'hidden harm'. This will still include domestic abuse but be expanded to include other harms such as forms of harm and this will include trafficking and modern slavery.</p> <p>SH advised that the National Referral Mechanism does not currently capture all details. Essex Police now have an internal recording mechanism to capture this data more accurately.</p> <p>Partner agency involvement is very helpful. For example Fire service staff are trained to look for indications of trafficking and modern slavery. NA</p>	<p>92/14 G Myddelton (GM) to forward details of the Tilbury Shed to SH.</p> <p>93/14 Police and Crime Plan page to be sent to SH</p> <p>94/14 GM to contact SH to facilitate inclusion of Trafficking</p>	<p>LW/ GM</p> <p>CF</p> <p>GM</p>	

	<p>suggested that Safer Essex may also be able to help.</p> <p>LW highlighted that the action plan arising from a recent operation was awaiting population.</p> <p>NA asked the name of the National lead for Trafficking and modern slavery. SH advised that the Home Office appointed a Commissioner for this matter.</p> <p>A paper regarding stalking was discussed. The 52 stalking offences registered in the year to 30th September 2014 were noted. CH stated that stalking led to repeat victims, who would require an enhanced level of service.</p> <p>CF suggested that the offence of Stalking be re-visited in more detail at the Performance scrutiny meeting in 2015.</p> <p>A report regarding the Strategic Independent Advisory Group (SIAG) was presented by T/Inspector Paul Seabright (PS). It was noted that the SIAG has been refreshed following a review which concluded in April 2014.</p> <p>PS advised that There had been one meeting of the new group to date. The focus is to use the group to inform new policies.</p> <p>There are currently four local IAGs round the county: Colchester/Tendring, Chelmsford, Thurrock and Harlow. Local hub inspectors engage with the local community.it is important to ensure correct representation within IAGs.</p>	<p>and modern slavery on Safer Essex meeting agenda. 95/14 SH to send populated action plan to TB</p> <p>96/14 SH to provide name of National lead.</p> <p>97/14 Stalking to be added to forward agenda for Performance Scrutiny.</p>	<p>SH</p> <p>SH</p>	
6.	<p>Any other business</p> <p>CF provided an update from the recent Care Quality Commission (CQC) meeting. CQC are currently undertaking an inspection of Mental Health services. CF will provide a note of this meeting to the PCC.</p>	<p>98/14 CF to provide a note of CQC meeting.</p>		
7.	<p>Date of Next Meeting</p>	<p>Thursday 18th January 2015</p>		

		9:00– 11:00, OPCC Conference room		
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