



**STRATEGIC POLICING AND CRIME BOARD**

**Notes of meeting held on Tuesday, 6 December 2016  
Main Conference room (G2), Lloyd House**

**Present:**

- Judy Foster - Assistant Police and Crime Commissioner
- Ashley Bertie - Assistant Police and Crime Commissioner
- David Thompson - Chief Constable
- Louisa Rolfe - Deputy Chief Constable
- Gary Cann - Assistant Chief Constable
- Marcus Beale - Assistant Chief Constable
  
- Ernie Hendricks - Board Member
- Brendan Connor - Board Member
- Bob Ainsworth - Board Member
- Liam Preece - Board Member
- Gurinder Josan - Board Member
- Sarah Marwick - Board Member
- Waheed Saleem - Board Member
  
- Mark Kenyon - Chief Finance Officer
- Alethea Fuller - Partnerships & Engagement Manager
- Chris Todd - Chief Superintendent, Head of Force Intelligence
- Daniel Delaney - Chief Inspector, Firearms Unit Manager
- Neil Chamberlain - Acting Director of Commercial Services
- Jim Andronov - Chief Superintendent, Head of Force Contact

2 members of Press  
7 observers  
1 note taker and 1 webcast controller

<b>109/16</b>	The APCC, Ashley Bertie welcomed everyone to the meeting which commenced 10:05 hrs. He began by taking the opportunity to congratulate two PCC staff members - Abigail Simkin and Ben Twomey in their recent academic achievements.	<b>109/16</b>
<b>110/16</b>	<b>Item 1 – Conflicts of Interest</b>  APCC, Judy Foster expressed her conflict of interest in regards item 10 (Finance paper) as she was a member of the Local Government Pension Scheme.	<b>110/16</b>

111/16	<p><b>Item 2 – Apologies</b></p> <p>Apologies were received from the Police and Crime Commissioner, David Jamieson, Chief Executive, Jonathan Jardine and Board member Cath Hannon.</p>	111/16
112/16	<p><b>Item 3 – Notes of last meeting</b></p> <p>Brendan Connor, highlighted that point 097/16 should refer to his question regarding access to Local Authority databases instead of the M6 Inquiry. In addition, Gurinder Josan asked for an amendment to point 100/16 whereby he wanted to state that figures recently reported by the Metropolitan Police showed that of all Islamophobia recorded crime in 2015, 28% were against non-Muslims.</p> <p><b>Action: Records to be corrected.</b></p> <p><i>Amendments made to minutes and were circulated to Brendan Connor and Gurinder Josan for approval.</i></p>	112/16
113/16	<p><b>Item 4 – Acceptance of Petitions</b></p> <p>There were no petitions received.</p>	113/16
114/16	<p><b>Item 5 – Public Questions</b></p> <p>There were no questions from members of the public.</p>	114/16
115/16	<p><b>Item 6 – Questions from the Board on matters not on the agenda</b></p> <p>There was one question from the Board raised by Brendon Connor:</p> <p><b>“Would the Chief Constable please identify how many police officers and police staff are currently engaged on the following historic enquiries:</b></p> <p style="padding-left: 40px;"> <b>a) Pitchford Undercover Policing Inquiry</b>  <b>b) South Yorkshire Police and Hillsborough Inquiry</b> </p> <p>In response:</p> <p style="padding-left: 40px;"> a) The Chief Constable explained that he planned to bring a paper to the Board in January 2017 which would address the question. Pitchford was an inquiry into undercover policing from 1967. It had created demand on the Force which included searching for documents and databases and had been intensive. A manager had been appointed to oversee any gathering of data needed for the inquiry.   b) Support work was being carried out by the Professional Standards Department to assist the IPCC. The Chief Constable confirmed that there were no police officers/staff currently working on the Hillsborough Inquiry and that there was a civil claim being lodged against the Force. </p>	115/16

	<p>Board member, Brendan Connor thanked the Chief Constable and said he awaited the proposed January paper.</p>	
<p>116/16</p>	<p><b>Item 7 – Performance – Building Trust and Confidence in our Police</b></p> <p>DCC Louisa Rolfe introduced the report Chief Inspector Daniel Delaney attended to address Taser use and Chief Superintendent Chris Todd spoke about Stop and Search.</p> <p><b>Confidence in Policing and Satisfaction with Service</b></p> <p>The Board noted the following:</p> <ul style="list-style-type: none"> <li>• There was no opportunity to compare the new methodology and data with previous data. The Force stated that old data would not be discarded but re-iterated that the new data would be much richer in information.</li> <li>• There was an interest in more detail in the demographics and representation. This included how the baseline would be measured and assessed.</li> <li>• The Force seemed to be surveying people who were already willing to engage in the first instance. What about the people who do not feel comfortable to contact via e-mail or text? How would the Force target them to gauge their views?</li> <li>• Disengaged people who are victims and vulnerable may not necessarily have access to the internet and this needed to be looked at. There were previous limitations when contacting people by phone and the Force would look at the process of developing this if they found people weren't making contact.</li> </ul> <p>The Chief Constable mentioned that specific work would be carried out on groups of people who trusted the police less.</p> <p>ACC Bertie concluded that it was good to see that the pilot had been successful and that it had tried to reach out to demographic groups.</p> <p><b>Taser use</b></p> <p>The Board noted the following:</p> <ul style="list-style-type: none"> <li>• Of those subjected to the use of Tasers, almost 20% were Black. It was felt that this was a high percentage even though the main cohort was white. There was interest to find out as to whether WMP statistics correlated across other Forces.</li> <li>• The Force were already leading on Stop and Search, it would be good if they could improve on Taser use. It was positive to see the increase in Tasers being shown and a decrease of them being fired.</li> </ul>	<p>116/16</p>

- There was a need to understand the data better, with the opportunity to identify and do more proactive work to improve the figures. There was no previous data recorded on the use of Taser which would help ascertain whether the Force had improved over the past three years. It was acknowledged that the data was not as sophisticated as it should be.
- The Force provided assurances that WMP Taser officers would not deploy Tasers if a prison riot occurred. Officers were not trained to do so and had no authority to be called upon to assist. This was reference to Bedford Police who were asked to deploy Tasers as a way of controlling prisoners who were rioting at a Bedford prison.
- The deployment of Taser is only when extreme violence occurs and when they cannot control the situation. The Force provided reassurance that the use of Taser is not used as a form of compliance. If this was the case, it would be referred to the Professional Standards Department in the first instance.
- Work was being done nationally in increasing consistency on the use of Force recording which was not necessarily collated the same across Forces. This would help create some consistency on recording. Individual scrutiny of individual actions was tighter than on Stop and Search. The introduction of Body Worn Cameras for Taser officers would help to increase the level of detailed scrutiny.
- A lot of work is being done with Mental Health teams, however, there is no expectation that officers should obtain an individual's history, it would be up to multi-agencies to assist in those circumstances. There is a member of staff within the Mental Health Triage team who is working on this issue.

The Chief Constable acknowledged that there was a need to publish footage taken from WMP Taser officers' cameras that could be used to reassure the public in how officers deployed Tasers. He added that training and equipment had improved. The Chief Constable acknowledged that the issue of Taser attracted public concerns. Early results from body worn cameras showed positive results. The Chief Constable thanked Chief Inspector Delaney and welcomed the scrutiny work being carried out on Taser usage.

**Action: The Force to provide a breakdown of statistics in relation to black people who had been tasered and the comparisons across other Forces.**

## Stop and Search

The following issues were:

- How do the Force select members of the public to sit on the Stop and Search scrutiny panel? It was known that some panels were not reflective of the local community. The Independent Advisory Group (IAG) was originally in place before it became Stop and Search Scrutiny panels. People who sat on the panel would have been considered representative of the borough they served. However, they would not necessarily be representative of the people who would be stopped and searched. West Midlands Police had done work to try and improve representation, moving away from IAG.
- It was noted that figures pertaining to Solihull LPU were high and needed an explanation to accompany the findings. A breakdown of the figures could not be provided, however the Solihull panel would no doubt request and scrutinise accordingly. It was expected that the Gold group would also scrutinise.
- The Force needed to be clear in their reports i.e. limit use of acronyms.
- Could the Force consider making the panels less formal in order to attract young people to apply to be on the panel? The Force had tried to work with youth groups (16-25 years age group) as they were mostly likely to be stopped and searched. The Chief Constable had recently held a meeting with youth representation in attendance; it was hoped that it would draw out youth that may wish to consider becoming panel members.
- There had been no noticeable change in complaints from young black men being stopped and searched.
- The Force were rolling out training in 'unconscious bias'.
- Work was being done with schools and with members of the community that had a negative experience with Stop and Search in the past.
- The 'Why Stop' app had been used by Stopwatch and was a way for people to upload footage of their stop and search experience. The Force had contacted Stopwatch to ascertain whether anyone had had a negative experience with West Midlands Police and would use the Stop and Search forms as a form of feedback as well.

**Action: Chief Superintendent Chris Todd to produce data in relation to the Solihull area.**

The Chief Constable said that a lot of good work was being done around Stop and Search and that he was proud of the Force. The aim

	<p>for the future would be to produce data that was clear and that the community agreed with.</p> <p>APCC Ashley Bertie concluded that there was still work to be done and that the Police and Crime Commissioner's office would help the Force work towards this.</p> <p>There was a comfort break at 11:43 hrs and the meeting resumed at 11:50 hrs.</p>	
<b>117/16</b>	<p><b>Item 8 – Community Safety Funding</b></p> <p>Alethea Fuller, Partnerships and Engagement Manager, introduced the report.</p> <p>A discussion then followed which covered the following issues:</p> <ul style="list-style-type: none"> <li>• There had been an improvement on the information and data provided by the Community Safety Partnerships.</li> <li>• The Commissioner had made a two-year commitment in terms of funding until March 2018.</li> <li>• In 2017 the Commissioner's office would complete a detailed piece of work to understand how a West Midlands wide partnership could operate from April 2018.</li> <li>• There was concern that local partnerships weren't doing enough to make people aware of funding opportunities. There seemed to be little marketing completed by the partnerships with a few exceptions. Each partnership makes the decision in how they publicise themselves. However, if there was an issue then it could be raised at the local board.</li> <li>• The Analyst Hub was still being developed in terms of what their role would be and would be working with partnerships.</li> </ul>	<b>117/16</b>
<b>118/16</b>	<p><b>Item 9 – Force Contact Update</b></p> <p>ACC Gary Cann introduced the report. Chief Superintendent Jim Andronov addressed service levels with Force Contact.</p> <p>A discussion took place which covered the following issues:</p> <ul style="list-style-type: none"> <li>• Exit interviews were being used by line managers in Force Contact.</li> <li>• It was acknowledged that WMP officers/staff were using the service desk and the 101 number as a way of contacting other officers or internal contacts within the Force. With the introduction of mobile devices, it was anticipated that this type of demand would reduce in the future.</li> </ul>	<b>118/16</b>

- Staff sickness is monitored. Staff would be signposted to the Occupational Health Department where appropriate. . Mental Health and anxiety were the main issues for staff who were on long-term sickness. Pro-active support was in place to deal with these issues.
- There was concern that the problem was attrition and it was recognised that it was important to retain quality staff. The Force acknowledged that attrition was due to staff moving to better roles but they were confident they could attract young people who would see the job as a stepping-stone in their career development.
- It was acknowledged that the Force needed to adapt to how the job market worked. It was important to make the gateway into employment with WMP being seen more positively.
- Contact via e-mail was currently inefficient as e-mails would go through to one point of contact. The Force agreed there was a need to improve how the public made contact with police and that the WMP2020 programme would help deliver this.
- Training for staff had been delayed due to resourcing levels. To take 999 staff out to train over a period of days would have a negative impact. The Force need to get more resources in first to cover the gap left by staff doing training.
- The Board had flagged up concerns in July and felt that the name 'Call Centre' diminished what staff do and wondered whether grading and terms and conditions were right. Assurances were provided that grading had been revamped and that work had been done with the Trade Unions.
- Quality of recruitment had been high and impressive. The issue was to make the role more attractive.
- The Force was looking to be in a better position with staffing levels by summer 2017. A suggestion was made that a monthly report could be produced to update the Board on the progress made towards this.
- Annual Leave was previously granted by the staff supervisor. However, in future any approval of annual leave would be granted from a central department.
- It was confirmed that the additional recruitment of Force Contact staff would be a priority and would not affect the current recruitment the Force are undertaking.

There was concern from the Board that the Force would struggle to achieve their summer 2017 target. Especially having enough staff in place to deal with high demands over the Dec/Jan period when it was known that there were high levels of Domestic Abuse incidents that

	<p>occur. The Force provided assurances that 999 calls were a priority and that they would pull resources to achieve this.</p> <p>The Chief Constable wanted to apologise to people who had struggled to get through via the 101 number. He asked that the public consider what constitutes an emergency and wanted to ask the public not to abandon their 101 call, giving assurances that calls would be answered. Focus would now be given on re-doubling efforts to recruit staff. During the next five years, it would be challenging in a competitive labour market and there was an opportunity for apprenticeships to be created. The attraction strategy for 2017 needed to be thought through, with a new website and web chat. A debate was needed with the public around the 101 number. The Chief concluded by thanking staff, he acknowledged that they had really worked hard on the grading called 'THRIVE'.</p> <p>APCC Judy Foster expressed the Board's and public's appreciation to Force Contact for the work they were currently doing. However, the public together with the Board would also agree that the performance was not good enough. APCC Foster stated that she had met with Unions to understand the grading system and concerns. The Commissioner would be updated on any further developments via his weekly meeting with the Chief Constable and would be keen to see rapid improvements. In all, it was recognised that this was a challenging area for the Force.</p> <p><b>ACTIONS: The Chief Constable to report back on the issue.</b></p>	
119/16	<p><b>Item 10 – Finance - Autumn Statement 2016 and 2017/18 Budget Setting Process</b></p> <p>The Chief Finance Officer, Mark Kenyon, presented this report.</p> <p>The Board noted the report content and during discussion the following points were noted:</p> <ul style="list-style-type: none"> <li>• The Autumn Statement did not provide any details in terms of what the police settlement would be for the next financial year.</li> <li>• The financial settlement was expected in mid to late December which would then enable a provisional budget to be drawn up for the next financial year and would be presented at the January SPCB meeting. It would then be taken to the Police and Crime Panel for scrutiny.</li> </ul> <p>It was estimated that the Force would incur £2.5 million extra expenditure because of a triennial evaluation review of the police staff pension. This figure needed to be factored into the budget 2017/18 once it was agreed with the pension fund.</p> <ul style="list-style-type: none"> <li>•</li> </ul>	119/16
120/16	<p><b>Item 11 – Strategic Policing and Crime Board Workplan</b></p> <p>Mark Kenyon spoke briefly on this item and informed members that the</p>	120/16



	work plan is updated on a regular basis to reflect items agreed at the board. .	
<b>121/16</b>	<p><b>Item 12 – Chief Constable update</b></p> <p>The Chief Constable provided updates on the following issues:</p> <p><b>Changes within the Force:</b> There was a change to WMP operational model. Local policing would have a stronger focus on the prevention of crime and a stronger emphasis on the use of intelligence behind contact. Calls were being graded differently, how threats were assessed and the roll out of the mobility programme.</p> <p><b>Operational matters:</b> WMP were taking action in regard to anti-social behaviour concerning off road bikes and were working on prosecutions around the ‘Halloween Ride Out’. Social media was helping to inform the public with the actions the Force were taking practically in seizing uninsured vehicles.</p> <p>The Chief Constable confirmed that West Midlands Police was one of the Forces which were investigating Child Sexual Abuse within football.</p> <p><b>Campaigns:</b></p> <ul style="list-style-type: none"> <li>• Forced Marriage – Work to raise awareness has been undertaken and has included officers producing a ‘flashmob’ video at New Street Station in their own time. Work is also being carried out at ports and airports.</li> <li>• Domestic Abuse – An officer has recounted her personal story of domestic abuse to help raise awareness.</li> <li>• Drivers and cyclists – Following successful campaign highlighting safe distances for motorists when overtaking cyclists, focus is now turning to educating cyclists including not using pavements.</li> </ul> <p><b>Recruitment:</b> A third of all expressions of interest were BME applications, which was considered a significant increase from previous recruitment exercises.</p> <p>APCC Ashley Bertie commented that this increase was welcomed and he would be watching to see their progress through the recruitment process.</p> <p>The Board commented that the ‘flash mob’ video on Forced Marriages was great to see and acknowledged the staff that gave up their time to make the video.</p> <p>APCC Judy Foster closed the public meeting at 13:14hrs. She thanked everyone in attendance for their contributions.</p>	<b>121/16</b>
<b>122/16</b>	<b>Item 13 - Private item</b>	<b>122/16</b>

	The Chief Constable provided an update on an operational matter.	
	APCC Judy Foster thanked the Chief Constable and Deputy Chief Constable for their responses and closed the meeting at 13:20 hrs.	