Agenda Item 5

JOINT AUDIT COMMITTEE

28th June 2019

HMICFRS UPDATE

1. PURPOSE OF REPORT

To provide members of the Committee with oversight of HMICFRS recommendations.

2. BACKGROUND

Since the last committee the Force Management Statement has been submitted to HMICFRS. The force is planning to publish a public facing version in the summer.

Integrated PEEL Assessment Update – Tranche three of the IPA inspections is currently taking place. The force has been informed that following this there will be a period of review to allow HMICFRS to understand how successful it has been and make any changes to the approach taken. This means the next round of IPA inspections has been delayed until the start of 2020. WMP may still be subject to thematic inspections in the meantime.

Inspections completed since the last meeting

Since the last committee meeting there have not been any inspections in force.

Inspection reports received since the last meeting

Integrated PEEL Inspection 2018/19 overview of findings

Effectiveness	Grade: Good	Last Inspected	Progress ↑
Preventing crime and tackling anti-social behaviour	Good	2016	↔
Investigating crime	Good	2016	↔
Protecting Vulnerable People	Requires Improvement	2018	↑
Tackling Serious and Organised Crime	Good	2017	↔
Specialist Capabilities (Firearms)	Ungraded	2018	N/A
Efficiency	Grade: Good	Last Inspected	Progress ↔
Meeting current demand and using resources	Requires Improvement	2017	↔
Planning for the future	Outstanding	2018	↑
Legitimacy	Grade: Good	Last Inspected	Progress ↑
Fair treatment of the public	Good	2018	↔
Ethical and lawful workforce	Requires Improvement	2018	↔
Fair treatment of the workforce	Good	2018	↑

Overview of reports for review

Integrated PEEL Inspection 2018/19

The report was largely positive as shown in the overall grading's for the force with grades for those questions inspected either improving or being maintained.

Effectiveness - Protecting vulnerable people

This was an improving picture with positive comments about the force's ability to identify vulnerability and the level of understanding the force has of the nature and scale of vulnerability across the force area.

Areas for improvement identified in this section were:

The force should ensure that control room staff consistently apply THRIVE+ and other risk assessment tools, to the correct standard and recording.

Force response:

Prior to the AFI being received the force had proactively commissioned an internal audit on THRIVE+ and in response to the audit report and the area for improvement the force have established a THRIVE+ working group chaired by the Head of Contact. To date the group have developed a new draft THRIVE+ policy and are engaging with all departments across the force to understand how THRIVE+ is currently used and embedded into operating procedures. They are also developing a communications plan to ensure the continual embedding of THRIVE+ across the force and a paper is being prepared for sign off at Force Executive.

The force should improve the quality and consistency of supervision in the control room to support effective operational work and management of backlogs of non-emergency incidents.

Force response:

To improve the quality and consistency of supervision within the control room the force introduced an escalation process and log closure doctrine, supervisor vacancies have been filled and a programme of dip sampling has been introduced that is reported on in Contact's tactical delivery board. There has also been a redesigned shift pattern in the dispatch function based on aligning dispatch by team with contact handling and response colleagues. This has created briefing and debriefing periods for dispatch, training days for CPD and work with contact handing, dispatch and response across the shift. It has allowed for the provision of consistent supervision across all three functions.

The force should increase the number and quality of DASH risk assessments completed at domestic abuse incidents, giving greater support and protection for victims and their families.

Force response:

Since 2017 the force has seen a 43% increase in DASH completion and the rollout of handheld devices to all teams will assist in improving the return rate further. Completion rates are closely monitored through the force Vulnerability Improvement Board chaired by ACC Crime. The force have also agreed to be part of the 'test phase' for a new approach to risk assessing domestic abuse at the first point of contact between the victim and the police. College of Policing have developed a new risk assessment which trials suggest create a more positive interaction between the victim and the attending officer, resulting in more consistent disclosure of serious offences and hidden crimes. In preparation for the new 'Domestic Abuse Risk Assessment' (DARA), the force have built

an app for handheld devices and are awaiting the development of training products from the CoP with a view to launching the new approach in the summer 2019. This will ultimately replace the current DASH risk assessment.

Effectiveness- Specialist capabilities (Firearms)

This section is not graded by HMICFRS but the narrative was positive with comment that the force has a good understanding of the harm facing the public and good arrangements in place for mobilisation of specialist firearms officers.

Efficiency – Future Planning

The force was graded as outstanding in this area. This was due to the level of understanding of current and future demand and the robust plans in place to manage this.

Legitimacy – Fair treatment of the public

The force was graded good against this question. There was positive commentary regarding the awareness of unconscious bias and the use of stop & search. There was a recognition that monitoring and scrutiny of use of force was improving but this was still embedding at the time of inspection. There were no areas for improvement identified within this section.

Legitimacy – Ethical and lawful workforce

This section was graded requires improvement and two areas for improvement and one cause for concern were identified.

The cause for concern was regarding vetting and the following recommendation was given:

The force should ensure all staff have received at least the lowest level of vetting clearance for their roles as quickly as possible, working to clear both the vetting backlog and new vetting renewals when they become due so that it complies fully with the national vetting guidelines.

Force response:

Prior to the inspection Professional Standards had developed a three year plan to remove the current vetting aftercare backlog. A further review of vetting practices, processes and supporting information communications technology (ICT) is now underway. The recently commissioned review has been given project support through business transformation and seeks to fundamentally overhaul the approach to vetting aftercare. The project will evaluate potential replacements to the Core-Vet system, the introduction of automated processes to remove manual inputting and double-keying by vetting staff. The review will re-evaluate the three year plan and report back in three months' time.

The two areas for improvement were:

The force should ensure it has a counter-corruption strategic threat assessment and control strategy which enables it to understand and manage the risk corruption poses to the organisation.

Force response:

This has since been put in place.

The force should ensure its counter-corruption unit can fully monitor all of its computer systems, including mobile data, to proactively identify data breaches, protect the force's data and identify computer misuse.

Force response:

While not yet implemented, a procurement process has now been completed and funding secured to identify a replacement lawful business monitoring capability for the force. A preferred option has been identified and this is being progressed.

Legitimacy – Fair treatment of the workforce

This question was graded as good. The importance of the work of the positive action team was commented upon and the structures for upward and lateral development were praised. There was positive commentary about WMP conversations but there was a desire to see this rolled out more widely and an area for improvement was identified:

The force should review its implementation plan for its new individual performance management system 'WMP Conversations', to identify opportunities to accelerate the rollout across the force and the anticipated benefits.

Force response:

The roll out of WMP conversations has been developed to ensure minimal disruption to the force, however departments have been given the freedom to cascade WMP conversations further if they feel they have the capacity to do so. Full roll out of WMP conversations is due to take place in 2020.

Outstanding recommendations currently graded Red

There are no recommendations currently graded as red.

3.   **RECOMMENDATIONS**

The Committee to note the contents of the report.

CONTACT OFFICER	BACKGROUND DOCUMENTS
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