



**STRATEGIC POLICING AND CRIME BOARD**

**Notes of meeting held on Tuesday, 21 May 2019  
Main Conference room (G2), Lloyd House**

**Present:**

- Richard BAKER : Chief Superintendent
- Ashley BERTIE : Senior Assistant Police and Crime Commissioner
- SALLY BOURNER : Chief Superintendent (from 12.30pm)
- Richard FISHER : Chief Superintendent
- Dr Cath HANNON : Board Member
- Ernie Hendricks : Board Member
- David JAMIESON : Police and Crime Commissioner
- Gurinder JOSAN : Board Member
- Lynnette KELLY : Assistant Police and Crime Commissioner
- Mark KENYON : Chief Finance Officer
- Dr Sarah MARWICK : Board Member
- Louisa ROLFE : Deputy Chief Constable
- Waheed SALEEM : Board Member
- David THOMPSON : Chief Constable
- Matt WARD : Assistant Chief Constable

2 observers, a note taker and a webcaster.

**Please note:**

1. *The meeting was recorded, and a webcast of the entire discussion can be viewed here: ([https://westmidspcc.public-i.tv/core/portal/webcast\\_interactive/406373](https://westmidspcc.public-i.tv/core/portal/webcast_interactive/406373))*
2. *Actions arising from the discussion during the meeting are highlighted in bold text*

<b>063/19</b>	The Commissioner opened the meeting, reminding attendees that it was being webcast.
<b>064/19</b>	<b>Item 1 – Conflicts of Interest</b>  There were none.
<b>065/19</b>	<b>Item 2 – Apologies</b>  Apologies were received from Jonathan Jardine, Chief Executive and ACC Chris Johnson.

066/19	<p><b>Item 3 – Notes of last meeting – 16 April 2019 (<a href="#">LINK</a>)</b>  The notes were accepted as a correct record of the meeting.</p>
067/19	<p><b>Item 4 – PCC Update</b></p> <p>a) The Commissioner began by inviting the Chief Constable to make a statement.</p> <p>The Chief Constable provided a short update regarding protests outside Anderton Park Primary School about the teaching of equalities. The protests have until now been lawful, but in the last 24 hours a number of criminal offences have been committed, which will be investigated. The Chief Constable took the opportunity to emphasise his personal commitment and also the commitment of West Midlands Police to diversity and equality, which is so important to the West Midlands. A primary school is no place for a protest of this nature. There is no doubt however, that the Police will act quickly in cases where the law is broken.</p> <p>The Commissioner added that teachers should be free to get on with their work. The important factors here are the children and their education and some of those involved seem to have lost sight of this.</p> <p>b) The Government has now provided funding for outbreaks of violence and the Force has benefited by £7.6 million, on top of the Early Years Intervention Fund, and expected funds for diversionary activity. There are a total of five different funds being made available unexpectedly, and at short notice. These additional funds are welcome, but present a challenge as they have to be spent within the year. What policing needs is consistent funding over a period of years, which would allow for proper planning.</p> <p>c) School exclusions and off-rolling are a continuing problem. The <i>Timpson Report</i> has now been published and includes some helpful recommendations. The Commissioner is working with partners to see how these can be implemented locally.</p>
068/19	<p><b>Item 5 – Acceptance of Petitions</b>  There were no petitions.</p>
069/19	<p><b>Item 6 – Public Questions</b>  There were no public questions</p>
070/19	<p><b>Item 7 – Police and Crime Priorities: Satisfaction with Police, Crime Data Integrity (<a href="#">LINK</a>)</b>  The report was presented by the Deputy Chief Constable, and provided a brief on the recent HMICFRS Crime Data Integrity inspection and recommendations.</p> <p>The following points were raised:</p> <ul style="list-style-type: none"> <li>• the Force received an ‘inadequate’ rating, which was disappointing.</li> <li>• In response, the e-learning product has been improved and 90% of staff in the contact centre have taken this training.</li> <li>• In terms of the Connect System, delivery has been delayed but Control Works will be delivered this year, enabling the Force to be much more sophisticated in its response to initial calls.</li> <li>• The criticism from HMICFRS is that some matters are not being recorded as crimes, when they could have been. It would make little or no difference in the majority of cases, and in most cases it is a technical matter. However, in the case of more serious crimes it is very important that crimes are not missed, and</li> </ul>

	<p>so the Force will focus on this to ensure it does not happen.</p> <ul style="list-style-type: none"> <li>• It is important that officers focus on providing a good response and service to victims, and this should be more important than a focus on completing correct paperwork.</li> <li>• In terms of the training regime, the Force has full data on the uptake. There is a good programme of qualitative training.</li> <li>• The public view of this report and the possible impact on public confidence is a concern, and the fact is that there have been some victims where the Force has failed to record the crime. However, a significant proportion of the cases were a technical failure and the failure of recording was a matter of accuracy. Victim care and quality of service was not impacted, it was simply a matter of accurate recording, and that is the most important factor.</li> <li>• The Force is working very hard to address the criticisms in the report, and improve the accuracy of crime recording.</li> <li>• Information was made available to the public when the report was published, and the work will progress in a transparent manner.</li> </ul>
071/19	<p><b>Item 8 - Questions from the Board on matters not on the agenda <a href="#">(LINK)</a></b></p> <ol style="list-style-type: none"> <li>1. Can the Chief Constable set out the number of knife crime incidents recorded and the number of offenders charged and prosecuted for these offences in the last 12 months? <i>(asked by Waheed Saleem)</i> <ul style="list-style-type: none"> <li>• The Chief Constable responded that there were 3456 offences and 11.4 % resulted in a charge. The Chief Constable also outlined the figures for knife possessions.</li> <li>• In addition the Force uses a diversionary approach including cautions, and this is not reflected in the data. Also bear in mind that a lot of the incidents do not involve a knife being used.</li> <li>• Victims' confidence can be impacted by the speed of investigations, partly by delays in charging decisions, and partly by a lack of resources.</li> <li>• An additional investment this year would be very helpful and could improve public confidence.</li> </ul> </li> <li>2. Would the Chief Constable make a statement about progress being made towards contractorisation of 'Scene guarding'? What level of resources have been released by this for the benefit of operational policing? <i>(asked by Brendan Connor)</i> <ul style="list-style-type: none"> <li>• A pilot ended this year which has identified a number of challenges and opportunities including additional police officer hours which could be released by the pilot. PCSOs have not been part of the pilot.</li> <li>• There are in-house versus external options which needs to be assessed, and a decision will be made before the summer. The Chief Constable will consult the Commissioner over the recommended option.</li> </ul> </li> <li>3. Has WMP provided 'mutual aid' to MPS during the recent 'Extinction Rebellion' demonstrations in London? What has been the cost to WMP? What are the practical lessons for public order policing strategy? <i>(asked by Brendan Connor)</i> <ul style="list-style-type: none"> <li>• The Force deployed 34 officers for a weekend in April, over the bank holiday</li> </ul> </li> </ol>

	<p>weekend.</p> <ul style="list-style-type: none"> <li>• The costs were about £10,000 but are fully reimbursed.</li> <li>• On this occasion it was mostly people working their rest days, so the impact on the Force was minimal</li> <li>• Lessons have been learnt about policing passive protests, and there are expected local debates and protests on environmental matters.</li> </ul> <p>4. Would the Chief Constable make a statement about the impact that children excluded from school are having on violent crime as perpetrators or victims? <i>(asked by Commissioner)</i></p> <ul style="list-style-type: none"> <li>• The Force does not collate information on this, but young people outside mainstream education or care become vulnerable to exploitation.</li> <li>• There is no simple answer and partnership work is needed.</li> <li>• The Force will try and capture the information as part of project Guardian.</li> <li>• The Commissioner asked that the Force try to record this information if possible.</li> </ul> <p>5. What are the current plans to increase the size of the Special Constabulary over the next three years? When will the programme commence and does he have targets for the number of intended new recruits ? <i>(asked by Brendan Connor)</i></p> <ul style="list-style-type: none"> <li>• The Special Constabulary has become small, and plan to increase it to 350 this year and eventually to about 10% of the establishment by 2022. The quality of new recruits is very important.</li> <li>• Whilst the Specials can be a good route into a policing career, this has to be balanced carefully so that the attrition rate does not become too high. A balance of ages and professional backgrounds is preferable.</li> <li>• It is a challenging target, especially as other initiatives such as Cadets take place at the same time.</li> </ul> <p>6. Would the Chief Constable make a statement about the appropriateness of animal cruelty prosecutions being led by RSPCA whereas child cruelty prosecutors are led by CPS/WMP rather than NSPCC? <i>(asked by Brendan Connor)</i></p> <ul style="list-style-type: none"> <li>• The Animal Cruelty Act is enforced by private prosecution, which is a situation which is a unique position.</li> <li>• There was work in 2014 to ensure that RSPCA prosecutions are appropriate. They dealt with 1678 cases last year.</li> <li>• The RSPCA has the expertise and so the Force does not seek to take the work on, but policy makers may wish to review it in the longer term.</li> <li>• The RSPCA is a charity and so it is an unusual role for it to lead on prosecutions.</li> </ul>
<p><b>EMERGING ITEMS</b> <b>APCC Ashley Bertie Chaired this part of the meeting</b></p>	
072/19	<p><b>Item 9: Cadets</b> <a href="#">(LINK)</a></p> <p>ACC Sarah Boycott and Chris Thurley introduced this item, highlighting the considerable progress over the last two months. There are currently 39 cadet leaders plus 15 in recruitment. This is on track to achieve the target of 100. Work is ongoing with partners to determine how the additional 11 cadet units can be achieved by September. The number of cadets has nearly doubled since the last discussion and this expansion will continue.</p>

	<p>There are also 17 junior PCSO schemes in operation, which is a really positive picture. Ashley Bertie placed on record his thanks for the hard work that has taken place to extend the scheme. The following was discussed:</p> <ul style="list-style-type: none"> <li>• We need to ensure that the programme is a success and a number of things are in progress – a signposting scheme is in place, and the local neighbourhood units work hard to ensure that the scheme attracts a wide section of the community. As the scheme grows it may be possible to use other locations as well as schools.</li> <li>• The curriculum is being developed and work has taken place with other organisations such as the Navy, and HSBC to provide a range of positive activities and experiences.</li> <li>• The focus is currently on scheme expansion in order to meet the target, and conversations are also starting to explore broader scheme development.</li> <li>• The Communications teams from both OPCC and the Force are closely involved to help showcase the work of the cadets.</li> <li>• There are examples of where the Cadet Scheme has created tangible benefits for individuals and has helped them make very positive changes to their lives, and this is why the development of the scheme needs to continue.</li> <li>• The Commissioner congratulated the Force and Chris Thurley for leading this work in such a positive direction. This work is good for young people and also good for the reputation of the Force. The Cadet Scheme goes to the heart of the work to divert children from violence and criminality.</li> </ul>
<b>POLICE AND CRIME PRIORITIES SATISFACTION WITH POLICING</b>	
<b>BREAK</b>	
073/19	<p><b>Item 10a: Force Contact and Response.</b><a href="#">(LINK)</a> Assistant PCC Lynnette Kelly chaired the meeting for this item.</p> <p>Presented by the Chief Constable and Chief Supt Richard Fisher.</p> <ul style="list-style-type: none"> <li>• The Force has considerably higher levels of demand than comparable places across the country. The report shows that demand on 999 calls has gone up by 22%, and also the speed of answering these calls has improved.</li> <li>• The aim is to deal with 70% of calls within Contact, without the need to attend.</li> <li>• Response times have stabilised although vary at different times of the day. The online offer has made a significant difference, with live chat and online reporting now on offer. However, these do generate more demand.</li> <li>• The number of 101 calls is falling, and this may reflect the shift to online contacts.</li> <li>• The summer is always a challenging time of high demand and a need for resources.</li> <li>• Performance of the Force compares favourably with other areas of the country.</li> <li>• There is a transformational opportunity after the summer, as the current command and control IT system is replaced. The new system will be evolutionary and offers development opportunities.</li> <li>• The profile of demand is regularly reviewed to assess trends and performance. Outliers to the usual trends are analysed carefully and can normally be explained quickly. Outliers on the response times are normally when an incident changes in nature and has to be regraded due to new information coming to light. In such cases, the incident is measured against the original assessment rather than the new assessment.</li> <li>• The role of front desks was discussed. The number of visitors to the front offices</li> </ul>

	<p>continues to reduce, possibly because the custody blocks are no longer located in the same place. The Force tries to make sure that staff working at front desks are trained to support the wider work of the Force and Contact.</p> <ul style="list-style-type: none"> <li>• Attrition rates continue to be a challenge. This may be due to staff being successfully recruited to other roles, and may also be due to the older age profile of staff in Force Contact in comparison to some other areas. Attrition is good in comparison to many private sector organisations.</li> <li>• There are occasional urgent calls which are not attended. An example here would be a kidnap allegation.</li> <li>• The ambition is that anyone reporting a crime has the ability to track progress. However, significant investment is required in order to develop the functionality, and would also require a resource implication for staff to undertake additional tasks for each crime. The work will be introduced in a staged and appropriate way.</li> <li>• Current large scale IT programmes are absorbing much of the resource. In terms of tracking cases, the Chief Constable would like to discuss the programme for further developments from mid-2020 onwards with the PCC. This will be part of the ongoing technology programme.</li> <li>• Work is ongoing to explore ways to reduce very long calls in complex cases and make these part of the online facility. This would be particularly useful in cases using Clare's Law and Sarah'</li> <li>• The Chief Constable will provide further statistics on call waiting times to the Board.</li> </ul> <p><b>ACTION: Further details of call waiting times to be provided to the Board</b></p>
074/19	<p><b>Item 10b – Confidence and Satisfaction</b> <a href="#">(LINK)</a>  <i>Presented by Chief Constable and Chief Supt Sally Bourner.</i></p> <p>The paper covered public confidence in the police service, and victim satisfaction. The Chief Constable and CS Bourner provided background information on the way the surveys have evolved in order to understand the views of the public and victims, and the learning that has been achieved.</p> <p>The following points were addressed:</p> <ul style="list-style-type: none"> <li>• There is a perception that people want more feedback on incidents, and are often surprised to find that good progress has been made, but they didn't know.</li> <li>• The system of surveying the public for their views and confidence levels does not appear to be robust and therefore may not provide a baseline to work from. The Chief Constable said that when the decision was taken to stop the <i>Feeling the Difference</i> surveys, we knew we would not seek to replicate them. However, the British Crime Survey provides the baseline.</li> <li>• The impact of public confidence and the way the results of the surveys are used to improve the service was discussed. In addition to the surveys, the public are regularly involved in service design. The <i>customer journey</i> work was a good example of this. One piece of learning is that the public appreciate a very honest response from the very beginning, including telling people if there will not be the response they are hoping for,</li> </ul> <p><b>ACTION: A further report on this subject to be brought back to SPCB later in 2019.</b></p>
<b>REGULAR ITEMS</b>	
075/19	<p><b>Item – Strategic Policing and Crime Board work plan</b> <a href="#">(LINK)</a>  <i>Presented by Mark Kenyon, OPCC Chief Finance Officer.</i></p>

047/19	<p><b>Item– Chief Constable Update</b>  <i>Presented by WMP Chief Constable Dave Thompson</i></p> <p>The Chief Constable highlighted the following items:</p> <ul style="list-style-type: none"> <li>• The level of public interest around knife crime and violence remains very topical. The new funding is very welcome and will enable some new work, to be led by CS Phil Dolby. This will include some suppression operations in the city centre, and some specific operations. Funds will also be used on investigations, which are currently too long. The focus will be on early intervention. Recruitment of non-police investigators is starting, and applications for these posts is encouraged. Joint work is also underway with the OPCC on diversionary activities. There are some challenges around gun crime, and work is ongoing to target these issues.</li> <li>• Birmingham Pride is this coming weekend, the biggest LGBT festival in the UK.</li> <li>• There are some transitions in the FET, and CS Matt Ward will return to his work with the Counter Terrorism Unit, after doing a superb job with the team. The Chief Constable outlined a number of moves including CS Bas Javid going to the Met, and two new officers recruited to the FET and due to start in the summer.</li> </ul>
	<p>The Commissioner thanked the Chief Constable, his officers and the Board members, for their detailed reports and discussion. The meeting was closed at 1.PM.</p>