

## STRATEGIC POLICING AND CRIME BOARD

Tuesday 23<sup>rd</sup> January 2024  
1000 – 1300 hrs

### AGENDA

1.	10:00	<b>Apologies and PCC Update</b>  The Commissioner will provide a general update.	Verbal
2.	10:10	<b>Notes of the Last Meeting</b>  The notes of the Board meeting held on 19 December 2023 are attached to this agenda. The notes include actions in bold, with the steps taken to address those actions included in italics. The notes carry forward any outstanding actions from previous Board meetings to ensure that the Board is regularly updated on progress.	
3.	10:15	<b>Questions from Members of the Board</b>  This item is for Board Members to ask particular questions on matters that have arisen between Board meetings and which are not connected with the reports on this agenda. A copy of the questions will be circulated at the meeting and will be made available on the Commissioner's website at <a href="http://www.westmidlandspcc.gov.uk">www.westmidlandspcc.gov.uk</a> .	
<b>Police and Crime Plan</b>			
4.	10:30	<b>Increased Confidence in WMP: Fairness and Belonging</b> To be presented by: Deputy Chief Constable Scott Green	Written Report
5.	11:05	<b>Rebuilding Community Policing Part Two</b> To be presented by: ACC Claire Bell/ Supt Martin Hurcomb	Written Report
<b>Regular Items</b>			
6.	11:35	<b>Budget 2024/25</b> To be presented by: Jane Heppel	Written Report
7.	12:05	<b>Engage Update</b> To be presented by: Deputy Chief Constable Scott Green	Written Report

		Emerging Items	
8.	12:35	<b>Policing Governance</b> To be presented by: Jonathan Jardine	Verbal Update
9.	12:45	<b>Chief Constable Update</b>  The Chief Constable will give a verbal update on operational policing matters which can be discussed in the public domain.	Verbal Update
10.	12:55	<b>SPCB Workplan:</b>  a. SPCB workplan for noting b. SPCB Actions and Further Lines of Inquiry	Written Report
11.	12:59	<b>Date of the next meeting: 27<sup>th</sup> February 2024</b>	For Noting

## STRATEGIC POLICING AND CRIME BOARD

Tuesday 19<sup>th</sup> December 2023

1000 – 1300 hrs

### Attendees:

Alison Caddick	:	Procurement Manager
Andrea Gabbitas	:	Head of Business Services
Anthony Tagg	:	Chief Superintendent
Bhupinder Gakhal	:	Board Member
Dr. Catherine Hannon	:	Board Member
Claire Bell	:	Assistant Chief Constable
Harjeet Chakira	:	Policy Manager
Imogen Cheatham	:	Policy Officer
Jane Heppel	:	Chief Finance Officer
Jonathan Jardine	:	Chief Executive
Mike O'Hara	:	Assistant Chief Constable
Sam Booth	:	Head of Citizens in Policing
Scott Green	:	Deputy Chief Constable
Simon Foster	:	Police and Crime Commissioner
Simon Inglis	:	Superintendent
Suki Sanghera	:	Birmingham & Solihull Women's Aid
Tom McNeil	:	Assistant Police and Crime Commissioner

Plus, one webcaster and one notetaker

### Apologies:

Craig Guildford	:	Chief Constable
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- The meeting was recorded, and a webcast of the entire discussion can be viewed here:  
[https://westmidspcc.public-i.tv/core/portal/webcast\\_interactive/811329](https://westmidspcc.public-i.tv/core/portal/webcast_interactive/811329)
- The reports referred to throughout this meeting can be viewed here:  
<https://www.westmidlands-pcc.gov.uk/strategic-policing-and-crime-board/agendas-minutes-reports/>
- Actions arising from the discussion during the meeting are highlighted in bold text.

<p>115/2 3</p>	<p><b>Apologies and PCC Update</b></p> <p>The PCC mentioned the following points:</p> <ul style="list-style-type: none"> <li>• The PCC advised that on Friday 8<sup>th</sup> December he had sent a letter to the Mayor for the West Midlands in relation to his claim for Judicial Review. The letter advised the Mayor not to proceed with his power grab. This is a matter entirely of the Mayor's own making and the PCC was left with no alternative but to send the letter. The PCC is committed to retaining a democratically accountable PCC who is elected by the people they serve. The letter, requesting that the request for the powers of the PCC are given to the Mayor is removed, requested a response by December 22<sup>nd</sup> 2023.</li> <li>• HMIC have formally notified West Midlands Police that the Force is now in enhanced monitoring for 4 areas of concern. This matter is being treated as a top priority and the PCC is working with the Chief Constable, HMIC and other partners to ensure that this is sorted. Meetings are taking place regularly with the Chief Constable. On December 18<sup>th</sup> the PCC attended the Police &amp; Crime Panel to brief them on HMIC's decision. On January 6<sup>th</sup> both the PCC and Chief Constable are attending an oversight group to discuss the actions being taken to address the issues as a matter of urgency. The PCC is challenging WMP to resolve these areas of concerns and have the clauses removed within record time by 31<sup>st</sup> March 2024.</li> <li>• On the 14<sup>th</sup> December the annual provisional grant settlement was announced. It is deeply regrettable that the Government have passed the burden to the tax payers during a Cost of Living crisis rather than funding the settlement. This decision still leaves WMPs budget under pressure. The PCC encouraged all West Midlands residents to complete his consultation on Council Tax to ensure their voices were heard.</li> </ul>
<p>116/2 3</p>	<p><b>Notes of the Last Meeting</b></p> <p>The notes of the Board meeting held on 28 November 2023 were accepted as an accurate record of the meeting.</p>
<p>117/2 3</p>	<p><b>Petition - Introduction of Average Speed Cameras in Erdington</b></p> <p><b>The petition was presented by PCC Simon Foster on behalf of those submitting and the following points were discussed:</b></p> <ul style="list-style-type: none"> <li>• The PCC thanked the Councillors from Birmingham City Council for submitting the petition.</li> <li>• Work is progressing on road safety within the region. In early 2021 Birmingham reduced the speed limit in parts of the road network to 30mph and analysis confirms that the average speed is currently 39mph which is a reduction to previous years but not sufficiently enough to the 30mph limit.</li> <li>• WMP are aware of fatalities that have happened on this particular road in the past</li> <li>• Road Safety is a joint endeavour and something where the Force are keen for Local Authorities to design out speeding, it is not as simple as just reducing a speed limit or expecting WMP to police.</li> <li>• WMP would be happy to speak with Birmingham City Council in relation to the request, though ultimately it would be Birmingham City Council as the Local Authority who would implement the infrastructure. There is currently work ongoing with all of the Directors for Transport for Local Authorities with a view of increasing speed enforcement across the region.</li> <li>• There is also work ongoing around increasing the level of investment in roads policing. The Chief Constable is investing in roads policing, increasing the Road Harm</li> </ul>

	<p>Prevention Team and Road Crime Team. Resources are being increased along with enforcement. The Force are also investing into third party reporting following strong public feedback about issues encountered. Reporting from the public has increased so it is hoped that this has been fixed.</p> <ul style="list-style-type: none"> <li>• <b>WMP will pick up a discussion with the Local Authority around Speed Enforcement Cameras.</b></li> </ul>
<p>118/2 3</p>	<p><b>Questions from Members of the Board</b></p> <p>1. Key lever 5 in the Rape Review action plan is to improve digital forensic technology and digital disclosure. A key priority is the examination and return of a victim's device(s) within 24 hours. How have West Midlands Police implemented this priority? What are the timescales for returning devices to victims? (Asked by Cath Hannon)</p> <ul style="list-style-type: none"> <li>• PPU and the Forensics Team have worked together on the victim experience and to minimise the impact on their lives through the examinations of phones. There are lots of options available to assist with the examination. The data that is returned to Government is not mandatory but voluntary, the Force do collect and submit data.</li> <li>• Due to the steps taken, there have been very few mobile phones seen. Between April to June 2023 only 6 phones were examined and only one was not returned within 24 hours. Between July to September there were no phones seized at all. Though the most recent data is not currently available, it is believed that this would show similar figures.</li> <li>• The DCC is happy that all steps are being taken to improve the lives of victims within 24 hours and said that this is remarkable for where the service previously was.</li> </ul> <p>2. Key lever 4 of the Rape Action plan refers to police training. How has West Midlands Police implemented the Rape and Serious Sexual Offences Investigators Skills development programme? Are there any delays? How many officers are trained? What is the 24/7 model of deployment to respond to victims? (Asked by Cath Hannon)</p> <ul style="list-style-type: none"> <li>• In September there were 22 Officers on the Skills programme, a trial was delivered in house.</li> <li>• The course is due to be reopened and re-advertised soon and will see all investigators taking the training in 2024 and 2025.</li> <li>• There is contact available with STOs and SOLOs 7 days a week between 7am and 3pm. These officers have the guide to RASSO on the system. There is no coverage between 3pm and 7am due to demand analysis. The position is currently being reviewed by ACC Jennifer Mattinson to satisfy rota demand over the period is correct.</li> </ul> <p>3. The New Chance diversion programme seeks to break the cycle of offending for women and divert them away from the Criminal Justice System. The referrals from the police are very poor. What will the Chief Constable do to ensure staff are aware of the initiative and increase the referral rates? (Asked by Cath Hannon)</p> <ul style="list-style-type: none"> <li>• There are 4 providers of the Service across the Force area. The contract is managed by the OPCC and a quarterly meeting is held with WMP. Monthly figures are requested by WMP from providers but only one is currently provided.</li> <li>• Over the last 6 months, WMP issued 130 female offenders with Out of Court Disposals, this is 780 in total. 120 of these were referred to New Chance.</li> <li>• The project is not where the Force wants it to be. There have been some opportunities missed across LPA. The complexity of the system is an issue, as a result a new form has been launched alongside the new Force intranet in Q4 for issuing New Chance referrals. These go to the OOC team rather than the ICO submitting. This new</li> </ul>

process takes 5 minutes. It is too early to assess the impact of the new form but the hope is that this will improve performance.

### Police and Crime Plan

119/2  
3

#### Rebuilding Community Policing: Part One

**The report was presented by ACC Bell, C/Supt Anthony Tagg & Sam Booth and the following points were discussed:**

There is excellent work done by Police and Cadets in Birmingham East, do you have any examples of work done in Wolverhampton?

- The Cadets in Wolverhampton are very active. There are 2 units open and they have supported events such as Remembrance Day services and Knife Sweeps in the area. On numerous occasions they have distributed Loan Shark leaflets and supported with crime prevention advice.
- **WMP to provide breakdown of Wolverhampton Cadet Units memberships to Board Member Bhupinder Gakhal.**

How are we analysing to ensure we are tackling the most complex, specialised issues?

- This is something that we may never get to an end point on, not only do problems change but so too does the community response.
- The problems dealt with have always been an end to end requirement. This is an important part where we all work together.
- There is not always a right answer. There are daily, weekly and monthly mechanisms in place to help. There have been a number of firearm discharges in Birmingham which requires a lot of work from the Birmingham LPA and also the major crime team.
- Sex Offender Management is now centrally under the PPU but still sat in the same seats as before when based on NPUs, so trying to get best of both world with consistency.
- Feedback has made a difference. This is something we should always keep under review.
- With more local presence and intelligence gathering we can get a better understanding of local priorities. However, this demand is still high and there are still serious level crime teams grappling with cases.
- Never want to say that one crime is more important, context is everything. Police do not have to be the only ones that can solve crime-related problems. One piece of feedback that has been received since the switch to the new operating model is that the Force need to work closer with partners.
- Since the introduction of the new operating model there has been a greater chance to flex resources. This has allowed investigations of crimes to take place at the appropriate level and reflect requirements where needed, such as with partners.
- One other thing to note from the new model is the ability it has given to respond to local communities. Within Dudley since the start of the year, one thing that has resonated with communities and local leaders is road safety. As a result, partners have been pulled together to create a road safety sub group.

In Paragraph 51, could you explain what measures are used to increase visibility levels within communities?

- This is a new piece of work using 2 apps.

- The first app is the Neighbourhood Abstraction app which helps to define what neighbourhood officers and PCSOs are doing. The Force want to set a clear policy around what Neighbourhood Officers do.
- The second app is the Visibility app which is currently in pilot form. The app aims to develop a way to see where people are but won't manipulate what they do. There will be an ability to look backwards at the info made available to share with partners, stakeholders and communities.
- **Further details on the 2 apps outlined around visibility to be provided to Board Member Cath Hannon.**

How have the use of Equality Impact Assessments changed the delivery of local policing?

- The Impact Assessments feed into everything locally. They are used to see where people would be posted and also influenced how the Force communicate.
- Also use them in relation to Stop & Search and the Special Constabulary Policy which is being worked through at the moment.
- There are regular conversations within LPAs ensuring that Equality Assessments are being followed.
- The Force wouldn't use the same EQIA format for Operations, where risk assessments would be carried out.

Are specially trained officers a Force resource or reallocated into local policing?

- Trained individuals will be allocated to whatever their posting was and wherever they came from. If they were originally PPU then they will likely still be there. If there was ever a need for an STO, the Force duty manager would always be moved to the victim, so while not written down, the way the Force works this is the expectation.

You have spoken about greater flexibility and capacity that neighbourhood policing has in the new model, that lends itself to giving potential for more variation and practice in more areas, how do you assure yourself, that problematic issues don't emerge, equally, how do you ensure there is cross fertilisation of ideas?

- This is about more than just one person, it is about the governance around the work. There is a need for consistency to raise the work to the best standards.
- Where there is a need to flex, there are conversations with each of the Commanders at least twice a week. There are also meetings taking place that include the Subject Matter Experts across local policing who own the thematic issues.
- The Policing Governance Board receive updates on the ongoing work.
- Deep dives take place, offender management was done last week, in January Neighbourhood Policing will be taking place making sure to find the correct balance of reflection and consistency.

In Section 48-52 about development, you talk about potential metrics and measures, how would you assure or know if a neighbourhood team is performing well or not, what measures would you look at?

- It has taken national leads years to come up with a national performance framework, it has been rolled out slowly because of how difficult it is.
- WM do measure it because it is important to see how quickly calls are being answered, whether ASB patrols are meeting calls, the scale of serious youth violence and the Force's compliance with these. The number of burglaries attended are measured too. The Force will also now start to look at how many local investigations specific to neighbourhoods there are.
- Work is taking place on how to measure engagement with community meetings, IAGs and scrutiny panels. This goes hand in glove with the Neighbourhood policing strategy.

	<ul style="list-style-type: none"> <li>The gathering of information to do this can take longer than the task itself. As part of the strategy, the Force intend to bring out a smaller group of measures. The 2 apps mentioned previously are also relevant.</li> </ul> <p>What is the expectation around the establishment for Special Officers in the Force?</p> <ul style="list-style-type: none"> <li>This has been discussed at Citizens in Policing Board. There is no number in mind at this time. It is less about the number of specials and more the hours activity of those that are currently in post.</li> <li>The Force is now looking at more information such as the productivity of specials to then understand what is sustainable</li> <li>The reason that volunteers join the programme is because it can be different from their day to day. The role needs to appeal and be interesting. WMP are looking at other forces to see what else can be done.</li> </ul> <p>Paragraphs 48 and 50 talk about WMP having a developed approach to increase standards of policing such as CPD. How does this current approach compare with other initiatives that WMP and other forces have led, how does it compare with the national initiative and professionalising of other social disciplines in policing?</p> <ul style="list-style-type: none"> <li>Professionalising programmes have been seen before, there are pathways for public order and other parts of policing.</li> <li>The Force have worked hard in this area. As an example, there have been 16 Contact hours for a cohort of 35 staff from across the Force in Neighbourhood roles who have then gone back out to their day job.</li> <li>The programme is then evaluated and reviewed nationally.</li> <li>CPD is always available to staff. This overlaps with all functions and is not unique to Neighbourhood policing.</li> </ul> <p>When I speak to Neighbourhood Officers, there is regular frustration that they don't have as much time to participate in core Neighbourhood policing due to abstraction. Will the Abstraction policy make it more likely that they are able to take part in core neighbourhood issues, and less likely as a reserve for other areas of policing?</p> <ul style="list-style-type: none"> <li>The Abstraction policy can only come when we have determined what should be included in Neighbourhood Policing.</li> <li>A lot of work has been done with Neighbourhood Policing officers and the frustration is shared that the goalposts are often moved.</li> <li>Despite the comments made, it is not felt that abstractions are as significant as officers may feel. Some analysis was done in Sandwell which showed that abstraction was 5% but felt disproportionate which cannot be ignored.</li> <li>The reason the policy is so important is so that officers can feel and see what they should be doing and what counts.</li> <li>There will be engagement in January about what visibility is to the public and whether it is physical or online.</li> </ul>
	<b>Regular Item</b>
120/2 3	<p><b>Procurement Update</b></p> <p><b>The report was presented by Alison Caddick and the following points were discussed</b></p> <p>To what extent are equality impact assessments (EQIAs) used during procurement?</p> <ul style="list-style-type: none"> <li>In response to this, it was highlighted that EQIAs are undertaken as each project begins, and future versions of this report will provide more detail, in particular on modern slavery and how that is addressed in the procurement process.</li> </ul>



In the penultimate paragraph of Page 2, it mentions that “as a prudent measure as part of our review of our tender documentation, the Force is still looking to include remedies for non-delivery of social value” If we don’t currently have remedies available for non-delivery of social value, what happens if suppliers don’t do what they should and don’t deliver on social value?

- The OPCC pay for a lot of the charges for Suppliers, so as an interim piece of work, if they don’t deliver on these social value commitments then they will pay that fee back so that this can be recouped.
- The ultimate end goal is that this monetary value is given back to the Force.
- Currently, to try to mitigate this, if it feels like a supplier is failing on a commitment when the project is being monitored then the negotiations are reopened with social value to ask that if they can’t deliver what they committed to, what could they deliver to the equivalent value.

In relation to IT Contracts, what governance is in place?

- All governance in relation to IT Contracts is reviewed. There has been a historic need or desire to say “its urgent, let’s get a quick fix”. This review will ensure that things are done more slowly and negotiated properly and held to account.
- The KPI piece of work is important to help map it out and be relevant with remedies in place so that there is a plan in place in advance should a disaster happen.
- A strategic piece of work has been done around the software to make sure that only those items that need renewing are renewed.

121/2  
3

### **Custody Visiting and Appropriate Adult Update**

**The report was presented by Jenson Bloomer & Andrea Gabbitas and the following points were discussed:**

16 Appropriate Adults seems very few. As individuals they should be treasured because of the important work done supporting individuals as well as also supporting WMP. Are there any opportunities to recognise their contributions or to help out in some way for what is an extraordinary number of hours for so many people? What processes are under way to look for others to join the programme?

- On the face of it 16 is a low number, the work that they get through is commendable. A rewards and recognition evening is taking place in April to recognise them. There is also a get-together quarterly to discuss concerns and needs.
- It is intended to look at increasing numbers in the New Year. Current ICVs have been asked to see if they want to retrain as an AA to increase numbers.
- The number of volunteers is not unusual, West Mercia and Staffs have similar numbers.
- Coverage is provided at the moment in terms of capacity but there is sometimes a delay. On average the delay is approximately 80 minutes.
- The training received by volunteers is self-reflection, this can take place as updates from a national database and National AA organisation as well as talking as a group. The Safer Custody Officer is also available for questions they may have.

Not long ago an HMICFRS inspection raised concerns around police custody, is this any reflection on the findings from volunteers?

- With regards to ICV’s and AAs, there is some agreement with the comments, especially around request culture with some items not automatically given to detainees, there has been work around positive prompting to ask detainees whether they have had a shower to check these options are being given. This is something that is still being monitored.

Longer term, the DCC spoke about what the police are doing to improve referrals to New Chance, are you seeing positive identification of different vulnerabilities of people coming into custody and being signposted where necessary?

- Yes, a lot of work in relation to training around vulnerabilities and benchmarking is done against other Forces.
- There are positive signs that officers are identifying vulnerabilities and referring.
- ICVs and AAs are also reporting concerns to Custody Staff.

When you say that ICVs go into custody, is this “unannounced” unannounced or could it be roughly this time?

- Visits are “unannounced”. Custody Visitors work in pairs and agree what day and time they will attend a Custody suite. Those in the suite will know at some point they will receive a visit but not when.

With regards to representation, we are moving in the right direction, how are we recruiting? How are we finding our recruits?

- Diversity of volunteers is generally reflective of local communities but will remain a priority in future recruitment.
- The suggestions for where to advertise the roles more widely, such as with faith leaders and within communities will be taken and actioned.

On Page 6 of the report you highlight that Custody staff on occasions blame lack of staffing for being unable to escort visits, and as a consequence visits have to be abandoned. Legislation is included in the paper which references the valuable work ICVs do in their roles but plainly can’t fulfil if they don’t have access to custody. What action is being taken to address this?

- On the odd occasion ICVs have been delayed in gaining entry. Across all visits, the average wait time was 9 minutes. However, if a visit is abandoned this is concerning. Each of these occasions are reported to the Safer Custody Officer which is then raised with CJ leadership who investigate the reasons why. Usually, this is because the custody sergeant feels they cannot safely apply staff to the visit to escort visitors. ICVs are advised to take the names of staff on the day and report to the Safer Custody Officer.
- DCC commented that of 169 visits, only 5 have been unsuccessful. The DCC was not sure if the guidance provided that it was only if a medical or violent incident took place that a visit could not take place as this is not what the codes of practice say. The codes of practice say if there is danger to visitors, so if Custody Inspector or Sergeants are not happy they can safely escort the visit then the DCC would not want senior officers superseding those decisions. The report mentions that this is unacceptable but unless as a result of the review it is agreed it is unacceptable, then it should be seen that the delays stated were acceptable because there are small numbers which have been submitted for review by the Force. The DCC stressed that the criteria should not be too tight and that we must trust the judgment of those in the custody suite, and not put them under more pressure. Their main focus should be on detaining people safely.

### Partnership Presentation

122/2  
3

**Supporting domestic abuse victims – a partnership approach**

**The presentation was provided by Supt Simon Inglis, Suki Sanghera, Harjeet Chakira and Imogen Cheatham and the following points were discussed:**

Is the main focus of this about ensuring victims are getting a more sensitive and appropriate response or is this mainly driven by efficiencies?

- It is a duty for WMP to combine both. The Force have to deliver the best service, and ensure that they are using public money as efficiently and effectively as possible. Once the research is back WMP can look at adopting the methodology in other arenas.
- Performance data at P2 reports that DA always take slightly longer than other P2 calls. This is because they are coming against P2 incidents in a 24-hour clock when at the busiest.
- This is an efficient way of doing both, it is a more sensitive way of doing it. Contact with victims is also involved. Driven by both, not a system in place in any other business other than Domestic Abuse which hopefully gives its importance.

Having that initial response and doing it more quickly and efficiently and having the right level of sensitivity is really integral, are you confident that there is the right level of planning and conversation for what happens next? Is there the level of resource to carry out civil interventions where necessary?

- It is important not to rush anything in the process, it is important that the officer can take the caller through the whole process. The calls can take 2 hours with support to the victim.
- The officer will connect the call to the Support Service who will then undertake the conversation with the victim.
- It is important that those calling feel that they are being looked after in a complex arena. If the victim is satisfied then they will also come back.

With regard to Women's services, is there any worry about funding? If funding makes your post endangered will WMP step in to support?

- Yes, there is always a question mark around funding. The Chief Executive would look at this.
- The outcomes that the initiative provides are deeper rooted. The DA desk is part of it, the intervention is working with officers on their understanding, which has improved. There is also work with the DA Desk team in terms of providing training around that, the hope is that this impacts positively on them.
- Hope to get investment in the Investigation Hub and help improve first response.
- Try to get real time intervention and ensure its needs are met. Need to tailor to particular need.

63% demand from P3s is good, how would you react to someone asking 75%?

- This is customer led and led by what victim wants. There are no targets to aim for, just the want to ensure the right response is available for the right circumstances, ensuring we can respond appropriately.

What training is available to staff?

- It is really important that staff have the best training available especially for DA, there is specific training around the completion of DARA, Connect, Foundation investigation ensuring that every member of the team and LPAs have read and agreed to say that they have read.
- A point was raised about body language which was deemed important, this is something to look into moving forward.

What challenges are there for the Project?

- The main one, will be technology itself as the environment changes to give capacity the chance to evolve to work with victims.
- Always keen to be as up to date as possible,
- Take full feedback from the evaluation, so far, the feedback has been positive.
- The work is also being carried out in forces across the country.

What support is being provided to those in South Asian communities who may be having second thoughts about calling again due to the stigma involved and pressures from families?

- As a support service, we are fully aware that this is something some people may experience. The key is the approach of giving the victims time to take on board the information. The service is a maximum of 3 calls, looking at pathways and specialists' services.
- Language is a massive issue and interpreters are something that the Service have looked into.
- The biggest thing is to give someone time to take things at their pace and not to force them to it. Re-engage to access, providers will need to be socially aware.

What impact is the desk having promoting the use of civil orders and is it improving Victims Code Compliance?

- Agree that this is a complex arena.
- Victims will be offered clear legal support through specialist agencies that provide that to them.
- This work started on December 4<sup>th</sup> and so it is too soon to report more fully, though this is definitely something that can be brought back to a future meeting.

Is there any understanding as to whether this work is improving the extent the wellbeing of Children is being safeguarded?

- This is very important, there is an evaluation taking place on the initiative, hopefully it will be possible to demonstrate a positive outcome due to the implementation of the service. Happy to bring back the findings to a future meeting when data is available.

Where does this work fit in with MARAC and are there any opportunities for the desk to be part of the solution to the challenges we face with MARAC?

- No, this piece of work is about WMPs interaction with victims whereas the concerns with MARAC are around not being able to meet, there is a separate bit of work taking place in relation to this.
- What the Force don't want to do is to flow into MARAC inappropriately, HMIC feel that WMP may over-refer into MARAC.
- This initiative allows the Force to understand individual victims of crime, it is a complex site, interlinked but not the solution.

Any other partners from other agencies we would like to be a party to this we can support in conversations with?

- Absolutely, there are already great working relationships with Black Country Women's Aid, Roshni and Coventry Haven that the Force want to extend to all other agencies/ In the New Year.

It was mentioned that the average for calls to the DA desk were approximately 2 hours, are most calls longer or shorter than this?

- Each call will be different, the statement will contain the information that the victim is willing to share.
- Calls can take up to 2 hours, the important thing is that the caller is calling from safety and the officers devote time to the call.
- The calls are longer now Civil Enforcement is involved.

	<ul style="list-style-type: none"> <li>• This is part of a suite of issues the Force are looking to put in place for all victims of DA to ensure what they are delivering is the best for those victims and to take them and support them through the CJS.</li> </ul> <p>Is there any indication at the moment of a particular demographic who are more inclined to engage such as age or other protected characteristic?</p> <ul style="list-style-type: none"> <li>• This information can be provided at a later date once the evaluation has taken place.</li> </ul> <p>When accessing the Service, are the victims doing so alone, or do they do so with support or a support agency?</p> <ul style="list-style-type: none"> <li>• Each call is different, sometimes the calls will be a single person, there may be support services included too. It is important to know that the person calling knows they are getting that support at the end.</li> <li>• The calls are transferred from WMP to Birmingham &amp; Solihull Women’s Aid, this is when the call ends with WMP to allow for privacy within phone calls.</li> <li>• There has been no difficulty in transferring calls to date.</li> </ul>
<p>123/2 3</p>	<p><b>Deputy Chief Constable Update on Engage:</b></p> <ul style="list-style-type: none"> <li>• Following HMICs decision to place WMP under Engage status, the Force await the publication of the HMICFRS Peel Report to set out the causes of concern and readings. It is hoped that this is received sooner rather than later.</li> <li>• In terms of the Force’s response, this is discussed at the Monday Morning meeting with the PCC and Chief Constable, a meeting has been diarised between the DCC and Director of Resourcing and all ACCs ahead of this meeting to discuss the headlines.</li> <li>• In terms of the Force’s overall governance of HMIC causes of concern, they are not changing what they had planned to do.</li> <li>• The Force are moving to a monthly HMICFRS Day, which will be a day of meetings each chaired by the individual ACCs to assess any concerns within individual portfolios, any recommendations and what progress can be delivered and whether any can be written off, plus the totality of the Peel questions set for each officer. These meetings will fall through the day, at the end of the day there will be a HMIC Board to work through the evidence base for each area for concern and recommendation. There will be open invitations to Chief Executive of the OPCC and the Force’s Liaison lead from HMIC.</li> <li>• In terms of broader reporting, a monthly report will be brought to the Strategic Policing and Crime Board to update the PCC and Board Members.</li> <li>• From January, the PCC and Chief Constable will be attending PPOG.</li> <li>• The Force are still seeing fairly regular protest activity related to events in Gaza and Israel, though this has quietened a bit due to the weather and the Christmas period.</li> <li>• The Force are entering the busiest operational period for the Force in the next week with Christmas events, this weekend in particular. There are plans in place for Christmas and New Year.</li> <li>• Operation Advance is taking place in Birmingham today. It began in Wolverhampton earlier this year, a monthly operation rotating around the LPAs it is an intensification day working with the public and partners about issues that affect them most. Today’s Operation will be searching addresses, conducting search warrants, there will be specialist officers such as Drones and Traffic and Birmingham City Council and the third sector will also be joining the Force. The timing of the Operation in Birmingham was timed to impact with the footfall in the City at this time, such as at the Christmas market.</li> </ul> <p><b><u>Performance headlines</u></b></p>

	<ul style="list-style-type: none"> <li>• In the month of November, WMP were the 3<sup>rd</sup> best force in the country for answering 999 calls - 96% in 10 seconds with the average speed of answer being 3 seconds in a month where the Force took more calls than Police Scotland.</li> <li>• P1 response times are now 2 minutes quicker than in March 2023, now taking an average of 12 minutes rather than 14.</li> <li>• P2 is now 55 minutes faster, in November hitting 60 minutes rather than 115.</li> <li>• Car crime is 9% lower, burglary is down by 10%, vehicle crime is down by 10%. Robbery however is up by 5%.</li> <li>• In the first 9 months of this performance year, WMP have detected 4000 more crimes than in the same period of last year which is a 30% increase in the number of detections which takes the Force detection rate from 5.2% to just under 8%. Rape in particular has doubled from 3% to 6%.</li> <li>• The Force have conducted 7000 more arrests, year to date, which is an increase of 26%</li> <li>• Firearms discharges have fallen by 34% and the Force have seized 40% more firearms than in the same period as last year.</li> <li>• Notwithstanding the Force's Engage status, almost all conceivable form of performance measure is going in the right direction.</li> </ul>
<p>124/2 3</p>	<p><b>SPCB Workplan:</b></p> <p><b>c. SPCB workplan for noting</b>  <b>d. SPCB Actions and Further Lines of Inquiry</b></p> <p>There are currently 5 actions outstanding</p> <ul style="list-style-type: none"> <li>• Action 1 – Pending</li> <li>• Action 2 – Answered at meeting</li> <li>• Action 3 – Answered at meeting</li> <li>• Action 4 – From November 2023 meeting</li> <li>• Action 5 – From November 2023 meeting</li> </ul>
<p>125/2 3</p>	<p><b>Date of the next meeting: 23<sup>rd</sup> January 2024</b></p>