

WILTSHIRE POLICE MINUTES

MEETING	Public Service Board
VENUE	Bay Window, Police Headquarters
DATE	Wednesday 9th October 2019
TIME	18.30hrs – 21.00hrs

1. ATTENDANCE

Paul Mills (PM)	Deputy Chief Constable - CHAIR
Maggie Blyth (MB)	Assistant Chief Constable
Mark Cooper (MC)	Assistant Chief Constable
Wendy Colyer	PA to Mr Mills
Ishak Mogul (IM)	IAG Chair – Swindon South
Adrian Burt (AB)	Hub Commander - Swindon
Jerry Herbert (JH)	Deputy PCC
Ben Huggins (BH)	Diversity and Inclusion
Kelly Higson (KH)	IAG Chair – East County
Liz Priscott (LP)	IAG Chair – North County
Chris McMullin (CMc)	Director of People and Change
Clare Mills (CM)	Head of Corp Comms and Engagement
Andy Grant	Corp Comms and Engagement
Dave Minty (DM)	Hub Commander – County
Nick Westbrook (NW)	IAG Chair – West County
Gavin Williams	Head of Specialist Operations
Shellie Young	Business Intelligence
Eirin Martin	Staff Officer to Mr Mills

APOLOGIES

Steve Cox	Head of PSD – Wiltshire Police
Johnathan Russell (JR)	IAG Chair – South County
Steve Philips (SP)	IAG Chair – North County
Conway Duncan	Head of Organisational Development
Wendy Colyer	PA to Mr Mills

2. INTRODUCTIONS AND WELCOME

- i. Overview presentation of the purpose of the group and proposed way forward
- ii. Reflections on the future of the group proposals
- iii. Agreement to the sign-off of the Terms of Reference

Introductions from around the room.

Overview of where we were and how we are moving forward. Acknowledgement of 6 IAGs across the county and a 7th being set up in Amesbury.

Overview of where we are going, the creation of the Public Service Board in 2019 with the purpose to create a wider remit with a more focused approach.

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Review of the Public Service Board Terms of Reference.

The purpose of the Public Service Board is to give an overview of the current position of the force and ask the IAGs to consider and give feedback on key issues for the force.

Insp Ben Huggins is operation lead for the IAGs and will ensure that each IAG has appropriate support and guidance through their section commanders. We will work to achieve best practice across the force.

The Public Service Board will meet quarterly, there has been consideration over the location of the meeting, Police Headquarters is a central location for all IAGs and so it the most diplomatic option, however, this can be discussed in the future. There has also been some consideration for live streaming the meeting for members of the public or IAG members to be able to participate. This can be explored in further meetings.

Reflections from IAG members:

JH – transparency meeting and good opportunity to engage. I feel like it would be good to publish what was discussed at PSB and attendance and some detail.

Agreement from around the room that the minutes should be published to ensure transparency but questions over if the minutes should be anonymous or have initials only. JH agreed that it is important to make IAGs accessible and encouraging but also that a sufficient level of protection is required to allow members of the public to express views and concerns.

There was a discussion around GDPR and ensuring that there is a common sense approach to allow each IAGs to be able to operate and get the best out of their members.

Communication between the IAGs were discussed. NW commended that there needs to be some improvement and consistency so that each IAG is delivering the same message. CM commented that publication of summery notes is a great idea and suggested that to deal with communication issues we could set up a central hub for communication between IAGs.

BH stated that some excellent points had been raised – I feel we need to look at the overall structure of how the IAGs are set up (while respecting differences).

IM stated that a messaging group for South Swindon was set up for open communication, however they had some issues over managing the flow of the communications between members taking place outside of the meetings. They are considering making the conversation one way so that members can have time to consider the issues and then bring their comments and issues to the meetings. There are issues of sensitivity and it is important that we have respectful communication.

PM – I sense that the meeting and structure is welcome – agreement from around the room. PM confirmed that minutes will be completed and circulated to all IAG chairs.

BH commented that there is a need to speak to our CPT inspectors to tailor the support for the IAGs and stated that there has been a meeting arranged between PM and CPT inspectors to discuss moving forward.

ACTION – BH - Meeting with CPT inspectors (invite MB) with the purpose of reviewing CPT engagement with IAG chairs and to gain an understanding in more details about what works, what does not work and what is great practice. To create a Terms of Reference that will set out a standard practice across all IAGs and includes policy around sharing of information (GDPR).

Discussion around the possibility of live streaming. CM – option of remote meeting or Facebook live for members of the public to be able to watch the Public Service Board.

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Discussion around the advantages and issues of live streaming. There was a consensus that it could be a great idea but would need to be done with consideration. This can continued to be explored and considered in future meetings.

ACTION (all chairs) – to go back to IAG members and discuss the options of live streaming and public engagement.

Discussion around signing the Terms of Reference (TOR).

NW brought up the issue of victim engagement and if there needs to be another objective to specifically discuss victim engagement especially around hate crime as this seems to be an area of inconsistency. MC stated that the college of Policing guidance on IAG states that there has to be scope to comment on all areas of policing and that the agenda needed to be broad enough to ensure that IAGs can feedback on anything they feel is relevant. There needs to be another objective that allows IAGs to ensure that they can feedback issues such as victim engagement.

ACTION (PM) – to develop TOR to include emerging themes and trends

JH stated that he will explore the area of victim engagement, this might be an area that at a future meeting we can create this area as a theme of the meeting. DM confirmed that all victims of hate crime are dealt with by Horizon.

ACTION (EM) – to invite Julia Gay to a future subject focused meeting to talk about victim engagement. NW will look to bring some anonymised examples forward as case studies to explore.

There was a request for the TOR to be shared with Co-Chairs for consideration and feedback on the TOR before they are signed off.

ACTION (EM) – circulation of TOR to co-chairs for feedback within two weeks.

Discussion around public scrutiny and how we look to measure success. JH stated that there are some documents such as the Force Management Statement and the Commissioners Annual report which may provide some guidance.

ACTION (EM) – circulation of FMS and Commissioners Annual Report to IAG chairs.

3. SERVICE DELIVERY REVIEW PRESENTATION AND DISCUSSION

i. The use of Stop and Search

MB - There is a need to improve out scrutiny panels around stop and search and this is the focus over the next six months. We are not getting good engagement from young people. We want to have meaningful discussions with the IAGs and ensure that you are able to bring the views from the IAGs to this meeting. There is a review of the APP over stop and search and when that has been published I would like to bring that for discussion at this meeting.

As a force we are not engaged with young people around stop and search and given that they are the most likely demographic to be stopped and search, this is an area where improvements need to be made.

In relation to Stop and Search figures – the force figures have plateaued following significant reductions of Stop and Search since 2016.

Officers have been Stopping and Searching more but with a reduced chance of a positive outcome. However outcome rates between White and BAME members of the public have remains equal.

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MB stated that we are not getting our scrutiny panels right at the moment, it is a challenge to get a wide proportion of the community engaged. We publish our figures but are we using them in the best way.

There was a discussion between the IAG chairs about how we can get better scrutiny. IM wanted to understand the figures better, to dig deeper into the data and the spikes and dips. It was agreed that a good place to start would be with the IAGs and MB suggested that it would be an option to create the scrutiny panel as part of the IAG. Members need to understand what stop and search is and what training the officer receive. So that they can understand the process and the parameters first before they have a meaningful discussion on the subject.

There was a further discussion around diversity of the IAGs and a question if there is enough diversity to add meaning to the conversation.

ACTION (MB) – Stop Search (deep dive) to be presented at the next IAG (part 2)

- ii. The police use of force in support of the discharge of legal powers **(i. & ii. Combined presentation – ACC Blyth)**
- iii. Trends in the incidence of reported crime and the police response
- iv. Trends in reported public confidence and satisfaction in the delivery of policing services

How we collate and record public opinion is currently under internal review. On a national level we score very well against other like forces. We are currently at 78.3% which is good against other forces.

We are showing a rising trend in victim satisfaction which is driven by our public engagement (ease of contact and time to arrive). We have seen some decline with satisfaction over investigation which has now stabilised. The OPCC is leading on some work to explore victim's experience.

- v. Trends in the incidence of complaints against the police

Over last 24 months there has been an overall increase in complaints are being dealt with effectively – 90% of complaints are being recorded within 10 days with our average being recorded in 6 days.

In September 2019 80 complaints were recorded with 49% being locally resolved (national average is 48%).

- vi. Trends in the incidence of hate crime and incidents

In last 12 months there has been a decrease of 6% in hate crime
National statistics being published next month

- vii. Overview of forthcoming engagement campaigns

CM – Overview of purpose of Corp Comms – yearly campaign plan which is based on Threat Harm and risk and the commissioner's annual report.

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We have many avenues of communication, one of the most current forms of communication is around social media – we used a number of social media sites including Facebook and twitter and currently have a monthly reach of around 17 million via our social media outlets.

Demand is one of our biggest issues at the moment and our summer campaign was focused on demand and how we can better use our time and education (time wasting etc).

Police officer recruitment campaign – we have had live events and the response has been positive. CM requests IAG support to get the message out to their communities.

Knife crime campaign – Op Spectre - Wiltshire does not have a high knife statistics but it is an important campaign.

Our Police dogs Instagram live Q & A with dog handlers has been well received.

We would like to come and visit the local IAGs and present what we do and canvas opinion – agreement from IAGs

ACTION (AG) – To engage with each IAG to see how we can develop and meet with the IAGs.

viii. Overview of police recruitment and positive action to address

Acronyms explained (IPLDP and PEQF)

PEQF is the new national degree scheme which all new officers will work towards from June next year.

We have a double intake (40) of officers this month and three intakes planned for next year.

Operation Uplift – locally will mean an increase of 150 officers over three years which are conservative numbers. We lose around 60-70 officers per year and we currently recruit to stay still to increase that by 50 officers per year is a big ask.

The process takes time – it is currently 20 weeks from application being received to actual recruitment and further time before we have boots on the ground - all together around a year.

The application window is currently open and we have 584 applications submitted with a further 500 incomplete applications in the system – closing on Sunday (update: 741 applications received).

Currently we have an approximately 50:50 ratio of Police officers and Police Staff.

ix. Opportunity for IAG members questions and observations

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BRIEFING ON TOPICS FOR IAG's TO TAKE AWAY AND PROVIDE FEEDBACK AT THE NEXT MEETING

i. Taser Presentation

GW gave a presentation on Taser (power point sent to IAG chairs to review).

Broadly 30% of our force are currently trained in Taser with an increase to 40% in the near future. We are ahead of our nearest like force in terms of officer uptake who has 21% of their force trained (A&S). Locally and nationally there is support for officers to hold Taser including officers and members of the public.

ii. Question for consideration by IAG's

- Further to recent announcements by two forces, should the Chief Constable automatically agree to make available to all Police Officers the opportunity to be trained in Taser?

JH commented that if Wiltshire Police were going to change the profile of policing then that change becomes a public consent issue which is why it is important to canvas the opinion of our communities. We are conscious of the fact that we police by consent.

NW stated that their IAG had discussed this topic and one of the points of discussion was that not all situations would be Taser appropriate but that officers should be given the opposite to use a number of tools available to them. Many of the IAG members do not understand Taser, we had a good demonstration – something similar should be made available for them.

KH as part of the conversation there are a number of considerations that should be made, firstly does the £128000 include training? Also, is there is an understanding of the cost of officer's who are off duty because they do not have Taser? And how Taser is intended to be used, is it a de-escalation tool? Finally, there is a lot of debate around Taser being safe – are officers going to be able to continue on duty if they are being investigated for mis-use of Taser.

PM – Eirin will produce a face sheet, however, there needs to be a considered approach around the information that is on that factsheet. You should be able to pick up the factsheet without knowing anything about Taser and gain an understanding.

ACTION (EM) – Taser Fact Sheet for IAG chairs – with GW email for further questions.

DATE OF NEXT MEETING:

16th January 2020 – Wiltshire Police HQ – 1830-2100hrs