



HMICFRS Actions update

1. 2016 HMIC PEEL Legitimacy

2	HMIC AFI	OWNER:	Susan Hewett (26442)
		DATE ACTION SET:	08/12/2016
	On Track	DUE DATE:	28/06/2019
		RECOMMENDATION:	PEEL: Police Legitimacy 2016 (Force report)
	Neighbourhood and Partnership	ACTION:	The force should improve how it seeks feedback from the people it serves about their experiences (or perceptions) of how the police have treated them.
		LATEST UPDATE:	Progress Update: (16/12/2018) We currently survey several thousand victims per year , however current surveys do not routinely obtain the views of witnesses at all. we test a narrow sub-set of police process rather than our success in meeting the victims and witnesses needs. The focus is on crime types rather than outcomes. Current surveys do not provide a meaningful impression of the appropriateness, effectiveness and value of development in our services such as; new rights and entitlements for victims and witnesses, victims charter, new ways of working such as the resolution centre and new routes to justice such as OOCd's.. Current surveys still adhere to Home Office requirements which were removed in 2015/16. Work is now underway to review current surveys and the ways the information is collected . Benchmarking against other forces will be undertaken and we have secured the support of a post graduate student to provide an independent review of obtaining customer satisfaction feedback . A cross cutting criminal justice agencies survey is in the process of being developed. All reviews will provide the force with recommendations Reviewer's Comments: (20/05/2019) Update from May PEEL board date extended to the end of June.

4	HMIC AFI	OWNER:	Justine Kenny (25988)
		DATE ACTION SET:	08/12/2016
	On Track	DUE DATE:	28/06/2019
		RECOMMENDATION:	PEEL: Police Legitimacy 2016 (Force report)
		ACTION:	The force should improve how it manages individual performance.
	People and Resources	LATEST UPDATE:	Progress Update: (20/02/2019) We now have the 8 delivery plans in place that support People First, and have prepared a first draft of a process that will replace iMatter. This draft is currently with key stakeholders for comment, and will be circulated more widely shortly. Reviewer's Comments: (30/04/2019) Delivery date extended to end of June as per PEEL board decision 02/04/2019

2. 2017 HMIC Report on an unannounced inspection visit to police custody suites in Staffordshire

1	HMIC Force Rec	OWNER:	Supt Susan Hewett (00511)
	On Track	DATE ACTION SET:	02/08/2017
		DUE DATE:	30/06/2019
		RECOMMENDATION:	8.1 - Area of concern: Performance information on custody was not comprehensive, and limited monitoring made it difficult for the force and others to assess how well custody services performed.
		ACTION:	Recommendation: The force should develop a comprehensive performance management framework for custody that ensures the accurate collection of data, and use this to assess performance, identify trends and learning opportunities, and improve services. (2.42)
		LATEST UPDATE:	Progress Update: (17/05/2018) Further to HMICFRS's re-visit on 11/05/18, it was agreed that this action was not fully completed and would be re-opened. Until NICHE is implemented this action cannot be fully completed. Reviewer's Comments: (12/09/2017) The force is in the process of identifying a new custody system. Performance data is been considered in any future options. to be delivered first quarter 2018
4	HMIC Force Rec	OWNER:	Insp Jason Allport (04668)
	On Track	DATE ACTION SET:	02/08/2017
		DUE DATE:	30/06/2019
		RECOMMENDATION:	8.4 - Area of concern: Governance and oversight of the use of force in custody were limited, with insufficient information to demonstrate its use was justified or proportionate.
	Justice Services	ACTION:	Recommendation: Staffordshire police should immediately introduce the robust scrutiny of all force used in the detention and custody of detainees to assure itself and others that all use of force is justified and proportionate. (2.45)
		LATEST UPDATE:	(21/02/2019) The use of force data provided by the NSPIS is now generated every 24 hours as of the 21/02/19. Each UoF is reviewed by a custody manager the following day to reassure that the force was necessary, proportionate and used in accordance with the officers training. Should there be concerns this will be viewed on CCTV and referred to the PSU. This now informs the QA process along with near miss and complaints received within the department.
28	HMIC AFI	OWNER:	Ci Clare Caddick (00874)
	On Track	DATE ACTION SET:	02/08/2017
		DUE DATE:	30/06/2019
		RECOMMENDATION:	In the custody cell, safeguarding and health care
		ACTION:	8.28 Detainees with alcohol or drug problems should be supported through a comprehensive and integrated service in all custody suites. (6.65)
	Investigative Services	LATEST UPDATE:	(16/10/2018) Due to the services going into custody not being currently consistent throughout, the force is aiming to develop and increase the provisions going into custody to identify and assess vulnerable individuals. In

addition to provision in custody, the Liaison and Diversion Service will also have a provision in Court and an Outreach Provision. The aim of the Outreach provision will be to provide short term support to individuals who have been assessed by custody L&D Staff, referred to appropriate services but awaiting an initial appointment with the identified service. The aim of the service is to encourage individuals to engage with that initial appointment to start to address the identified needs. The force is currently awaiting a date for the service to formally "go live"; this should be in the not so distant future. As this is a new service, there's a need to recruit staff prior to the service being fully operational and the force is working with NHS leads to progress as quickly as possible."

29	HMIC AFI	OWNER:	Ci Clare Caddick (00874)
		DATE ACTION SET:	02/08/2017
	On Track	DUE DATE:	30/06/2019
		RECOMMENDATION:	In the custody cell, safeguarding and health care
	Justice Services	ACTION:	8.29 All detainees with mental health needs should have prompt access to specialist mental health services, and those who need an assessment under the Mental Health Act should receive this without delay. (6.72
		LATEST UPDATE:	(17/05/2018) Further to HMICFRS's re-visit on 11/05/18, it was agreed that this action was 'amber' and not complete. There are currently no data for response times so it cannot be monitored. Until this is finalised, this action will not be complete.

3. 2017 HMIC PEEL Efficiency (including Leadership)

1	HMIC AFI	OWNER:	Csup Simon Tweats (04247)
		DATE ACTION SET:	09/11/2017
	On Track	DUE DATE:	28/06/2019
		RECOMMENDATION:	The force should ensure that it has sufficient resources available in the control room to fulfil its resourcing model, and so to meet its demand, while also taking into account the wellbeing of its workforce
	Contact and Response	ACTION:	No actions
		LATEST UPDATE:	<p>Progress Update: (15/05/2019) Resource allocation and overtime budget fixed for 2019/20 at levels that can sustain 999 and 101 call handling performance. On both counts it's less than 2018/19, which has been made possible following a significant reduction in the number of talk groups and a shift towards contact using Digital 101. The latter is enabling new efficiencies, whilst increasing levels of satisfaction. Transformation work is ongoing to redesign Contact & Response, creating linked structures that will focus on emergency and non-emergency demand. Digital 101 and Single Online Home will be at the heart of making services more accessible and more efficient. Resource levels in the Control Room is reviewed daily by Control Room Managers and Contact Services Managers, weekly at Senior Leadership Team Meetings and monthly at Directorate Board Meetings. The latter reports to the Modern Policing & Enabling Board on any requests for additional resources. At its meeting in April, authority was given to forward plan the recruitment of x18 Control room Operatives to maintain resource levels at the agreed 164.0FTE. This provides strong evidence of the governance, control and grip there is of this particular issue.</p> <p>Reviewer's Comments: (20/05/2019) From 7 May PEEL board this action requires a more comprehensive update and due date to be extended to end of June.</p>

2	HMIC AFI	OWNER:	Justine Kenny (25988)
		DATE ACTION SET:	09/11/2017
	On Track	DUE DATE:	31/07/2019
		RECOMMENDATION:	The force should ensure it has adequate plans in place to show it can provide services, while also making necessary cost savings
	People and Resources	ACTION:	No actions
		LATEST UPDATE:	Progress Update: (23/05/2019) The force's position in relation to this AFI was subject to a 2 day insights visit during May 2019 by HMCFRS as part of the lead up to the 2019 force PEEL inspection. Plans around financial, workforce, demand and change management are in place to ensure that the force is able to effectively plan for the future. Going forward this work will also be supported by an enhanced corporate planning framework linked to the FMS. Reviewer's Comments: (20/05/2019) From PEEL board 7 May - comprehensive narrative required on the latest position of this action making reference to the Insights visit in early May. Due date to be extended to end July.

4. 2017 HMIC PEEL Legitimacy (including Leadership)

1	HMIC AFI	OWNER:	Ci Donna Harvey (00796)
		DATE ACTION SET:	12/12/0017
	On Track	DUE DATE:	31/07/2019
		RECOMMENDATION:	The force should improve its recording and scrutiny of use of all types of force so that it can be certain that if force is misused, it can be identified immediately and remedial measures put in place. (page 9)
	Operational Support	ACTION:	No actions
		LATEST UPDATE:	Progress Update: (20/05/2019) From May PEEL board the date to be extended to end of July and a comprehensive narrative is required at the next PEEL board making reference to the interim position until 2020 (implementation of Niche) Reviewer's Comments: (25/03/2019) Corporate Planning Team - SAS -Delivery date extended as per decision at Peel Board 04/03/2019

6	HMIC AFI	OWNER:	Supt Philip Duffy (04440)
		DATE ACTION SET:	12/12/2017
	On Track	DUE DATE:	28/06/2019
		RECOMMENDATION:	The force should ensure that by December 2018 (in line with HMICFRS' nationwide recommendation in December 2016), it complies with the national vetting standards by putting measures in place to ensure that all officers and staff are subject to periodic rechecking of their vetting status. (page 9)
	DCC	ACTION:	No actions
		LATEST UPDATE:	Progress Update: (23/05/2019) During April 2019 the force was subject to a 3 day HMICFRS insights visit around counter corruption as part of the lead up to the 2019 force PEEL inspection. The position around vetting was reviewed and the force were able to evidence to the HMICFRS team that measures are now in place to ensure that vetting clearances for all force personnel are renewed on expiry. A rolling programme is in place so that clearances due for renewal are identified and appropriate measures taken. The force has identified posts which require higher levels of vetting clearance and were able to demonstrate

that individuals occupying such posts have been cleared to the appropriate level.

Reviewer's Comments: (20/05/2019) Date extended to end of June as per PEEL board decision 07/05/19 - Awaiting a comprehensive update. Awaiting a comprehensive update

5. 2017 HMIC PEEL Effectiveness

3	HMIC AFI	OWNER:	Susan Hewett (26442)
		DATE ACTION SET:	12/02/2018
	On Track	DUE DATE:	28/06/2019
		RECOMMENDATION:	Investigating crime and reducing re-offending
	Operational Support	ACTION:	The force should ensure that it is fully compliant with the Code of Practice for Victims of Crime.
		LATEST UPDATE:	Progress Update: (02/02/2019) We are not able to state that we are fully complaint simply because our systems do not accurately report on the work that we are doing. VPS is a classic example of how challenging it is for us to monitor compliance. In order for our system to "pick up" that a VPS has been taken on the mobile devices, the Officer has to come out of the original witness statement and complete it on the separate VPS template – which they don't all do, a lot are completed at the end of the MG11. This data doesn't count VPSs that are handwritten, via ABE, or through our online portal, via our commissioned support services etc. etc.. A meeting with the NICHE team next week to understand what can be reported on re VCoP in the future, bearing in mind that through ACC Barnett's portfolio we are aware that the Codes are being reviewed and that the MOJ have identified 5 entitlements, they state are most important to victims namely; kept informed pre and post charge, referral to a victim support service, offer of a VPS and referral into the probation Victim Contact Scheme. There is also the link with victim satisfaction, compliance shouldn't be a tick box exercise and should, instead, translate into a quality service being provided to victims. . Due to the removal of the Home Office's Annual Data Return, the insight team are looking to see, how they can test in a more meaningful way, what matters to victims. Elements of VCoP will be tested through this. Exploration of NICHE, Demonstration of compliance with VCoP and Victim satisfaction all feature within the delivery/action plans for the V&W Strategy Reviewer's Comments: (08/05/2019) Decision made at 07/05/2019 PEEL Board for date to be extended to 30/06/2019
6	HMIC AFI	OWNER:	Ci Simon Brownsword (04299)
		DATE ACTION SET:	12/02/2018
	On Track	DUE DATE:	31/03/2019
		RECOMMENDATION:	Partnership working
	Neighbourhood and Partnership	ACTION:	The force should improve its understanding of the reasons for, and take appropriate action to address, both the declining arrest and charge/summons rates in domestic abuse cases, and the high proportion of crimes related to domestic abuse which fall into the category 'evidential difficulties; victim does not support police action'.
		LATEST UPDATE:	Reviewer's Comments: (23/05/2019) Comprehensive update attached from CI Brownsword 23/05/2019. An extension of the delivery date will be requested at the next PEEL board 10/06/2019. [File Attached]