

Accountability and Governance Board

Notes of the Meeting

Tuesday 25 March 2025

These minutes provide a summary of key points raised during the meeting.

1	<p>Attendance</p> <p>Alethea Fuller (Deputy Chief Executive, OPCC) Craig Guildford (Chief Constable, WMP) Jennifer Mattinson (Assistant Chief Constable, WMP) Jonathan Jardine (Chief Executive, OPCC) Matt Welsted (Assistant Chief Constable, WMP) Mike O'Hara (Assistant Chief Constable, WMP) Simon Foster (Police and Crime Commissioner, OPCC) Tony Hopkins (Chief Superintendent, WMP) Wasim Ali (Deputy Police and Crime Commissioner, OPCC)</p> <p>Apologies</p> <p>Scott Green (Deputy Chief Constable, WMP)</p>
2	<p>Notes of last meeting</p> <p>The notes of the last meeting were approved.</p>
3	<p>PCC Update</p> <p>The Commissioner provided a general update which covered the following:</p> <ol style="list-style-type: none"> I. The PCC and Chief Constable have applied to the Home Office for an additional 150 police officers through the Neighbourhood Policing Guarantee to continue rebuilding Community policing. It is important to note that West Midlands Police still have fewer officers and PCSOs while other force's in the country have more than they ever have. II. The PCC is pleased to see the opening of a new tactical centre in the region for officers to be trained in Public Order events such as chemical attacks. This will be vital in ensuring that WMPs officers are best prepared to keep families and local businesses safe and secure. III. £190,000 has been invested into West Midlands Police by the PCC to double the number of speed enforcement camara vans from 4 to 8 to enable more presence at hot spots. This remains a priority for the PCC and work is taking place with partners to halve the number of those hurt and killed on the region's roads by 2030. There is no place for careless, dangerous, or reckless driving on the roads of the West Midlands. IV. The PCC welcomes the publication of the government's flagship crime and policing bill which includes additional powers to target knife crime, Violence Against Women and Girls (VAWG) and criminal and sexual exploitation of children. The bill will contribute to the ability of West Midlands Police to prevent and tackle crime, promote community safety and keep people safe. However, to be able to deliver on the

	<p>government's Safer Streets mission and make best use of the powers, there needs to be a return to pre-2010 officer and PCSO numbers.</p> <p>V. As chair of the Local Criminal Justice Board, the PCC has responsibility with partners to provide an effective and efficient criminal justice system for the West Midlands. The Independent Sentencing Review Part One, published on February 18th, was tasked with an evaluation of the sentencing framework to ensure that we are never again in a position where there are more prisoners than prison places.</p>
4	<p>Chief Constable Update</p> <p>The Chief Constable, Craig Guildford, gave an update which covered the following:</p> <ol style="list-style-type: none"> I. The Public Order training mentioned in the PCCs update is carried out with Warwickshire Police which means that it will cost the taxpayers less than before. The training is important considering the upcoming challenges such as European football matches. It is important that fans have an entertaining time so the force will do the necessary work to ensure the transport network is working efficiently. Work on the European Championships will be led by ACC Mike O'Hara, the fixtures will be good for the region's economy. II. The end of the financial year corresponds with the police performance year. The cross-cutting theme is one of performance improvement. The policing minister has noted that West Midlands Police are leading the way on the detecting and reduction of knife enabled robberies, which is down to Operation Ruby. The Chief Constable also confirmed that funding from Operation Guardian had been confirmed and successes from this work had been shared with other metropolitan forces in the country. III. The Chief Constable continues to work alongside the PCC to bang the drum for further officers. The force remains in a good position to take on further officers if other forces are unable to do so. The recruitment pipeline is strong, with good local jobs available for local talent to join. IV. The force is taking vehicle crime seriously, the work to tackle chop shops has been in the media recently. In addition, a gang of four were sentenced recently for stealing vehicles to order, car jackings and incidents which touched on the Warwickshire force area too. Some of these sentences were of 10 years. V. The Chief Constable provided an update on a recent incident of knife crime in Kingstanding. The incident is a live case so more details could not be shared but the Chief Constable confirmed that West Midlands Police attended the event in under 10 minutes. VI. In a recent challenging event, there was a fatal collision involving a member of the public on the Yardley Road involving a police vehicle on call to report of an individual with a knife. The IOPC are involved and the 2 officers involved are being treated as witnesses. VII. A lot of good work has taken place in Erdington through Operation Fearless. The Chief Constable is particularly pleased with the numbers of warrants carried out with Trading Standards around illegal vapes, tobacco and stolen goods. £400,000 has currently been seized subject to criminal investigation. VIII. There was recently a huge community Iftar held at Tally Ho, this was an excellent opportunity to engage with the community and celebrate the successes of staff and officers. IX. Information about Smethwick police station remaining open has now been shared with the media. In addition to this, the new station in Dudley will be an excellent facility for officers in that community. X. On the back of a recent kid's football tournament, 20 young girls have been signed up by local clubs which is a great outcome. Tournaments like this will continue to happen where the facilities are available. XI. The finals of the National Police Dog Trials will take place in the region between May 8-10. There will be lots of primary and secondary schools in attendance with the intention to combine with an open day to get the public involved.
5	<p>Questions from AGB members</p>

	<p>Question 1: Asked by Wasim Ali</p> <p>The Plan for Neighbourhoods, announced by the Labour government on 4th March this year, will offer £1.5Bn of funding to foster stronger, better connected, and healthier communities across the UK. Five of those neighbourhoods to receive funding are in the West Midlands – Bilston, Darlaston, Dudley, Smethwick, and Sutton Coldfield.</p> <p>What would the Chief Constable ask local partners to consider as their top priorities for investment in Policing and safer communities with this funding?</p> <ul style="list-style-type: none"> • More of the same commitment moving forward. The Chief Constable recognises that partners have had reductions in funding over the past 5-10 years. • Top of the priorities should be diversion in young people because of its links to the totality of crime. The region has a young population so diversion in young people should be pushed in general. • Secondly, look at work around Domestic Abuse (DA). The steer is wherever the money can be preserved. This would be a benefit to both social services and society in general. • There is a broader mission around neighbourhood policing and a request for more than 150 new officers, partners are requested to join in supporting this request. • <p>Question 2: Asked by Wasim Ali</p> <p>We have submitted our proposal to the Home Office for 150 brand new officers, 20 PCSOs above the March baseline and 139 officers to be moved into more neighbourhood specific roles.</p> <p>What impact is the Chief Constable expecting the public to see, and when can we expect to see a difference on the high streets and where we live?</p> <ul style="list-style-type: none"> • There will not be an immediate impact, this will come together throughout the next 12 months. The pipeline is good for new officers and PCSOs, if 150 are approved then all spaces will be catered for. • The work that has taken place in Erdington and around the new operating model is a flavour of what is to come. Once trained, these new recruits will all go into neighbourhood roles. • There is a hope that this will go some way to back near the numbers of officers pre-2010, which is something that is important to both the force and the public.
6	<p>Violence Against Women & Girls Presented by ACC Jennifer Mattinson</p> <p>This item was presented by ACC Jennifer Mattinson. The following discussion took place:</p> <p>Do victims of Domestic Abuse in the West Midlands, which disproportionately affects women, receive a robust response? Can you confirm that victims receive compassion and are treated like human beings?</p> <ul style="list-style-type: none"> • Absolutely. There has been significant, improved performance in the contact centre which focusses on vulnerability crime, specifically around DA and missing people, to get to calls even quicker than other priority calls. 70% of priority calls are attended within an hour, DA is at the top of the priorities. • Victims have fed back that not having a uniformed officer turn up is helpful and helps them engage with the criminal justice system process. • DA has one of the highest arrest rates, with over 40% being arrested. • There is also one of the highest rates of DA protection notes where victims do not feel they can support the process, there is a high conversion rate to DVPOs which helps with the knowledge that victims are getting success. • The force wants to continue getting satisfaction for victims through conviction rates.

	<p>There is mention of an aim to improve training awareness for new and existing officers to ensure feedback. Can you outline and explain the training and awareness taking place?</p> <ul style="list-style-type: none"> • All response officers as part of their initial training will undertake a wide range of vulnerability packages including DA, trauma informed and ACES for children. • Following this initial training, they receive Continuing Professional Development, the latest part of which is a half day for all officers focussing on a wide range of public protection, VAWG, DA, rape and serious sexual offences and child protection. <p>Could you explain the process around bail conditions such as releasing perpetrators under investigation? Can victims be reassured that wherever appropriate, bail conditions are imposed and followed up by arrest?</p> <ul style="list-style-type: none"> • The strategic direction is clear, a perpetrator will leave custody with a piece of paper in hand, ideally a charge sheet, if not then a DVPA or bail conditions. In setting these conditions, an officer should be contacting a victim to work out how best to safeguard. • The key questions looked at are, are victims being consulted, their views about safeguarding being taken into consideration and being kept as safe as possible. <p>Could you explain the approach West Midlands Police takes for non-molestation orders?</p> <ul style="list-style-type: none"> • An arrest is expected to take place and the perpetrator taken to court. • When the victim has a DVPN to protect them, they are visited to check that breaches are not taking place. On occasions that they are, the perpetrator is taken before the court. <p>Four years on from the introduction of new Domestic Abuse Protection Notices and Orders, can you outline the current position regarding the introduction and use of orders across the country? Secondly, are West Midlands Police making satisfactory use of all Civil Protection Orders?</p> <ul style="list-style-type: none"> • The force welcomes the introduction of the orders and widening of the ability to issue them to perpetrators. West Midlands Police are not part of the initial pilot but are looking forward to being able to bring them in when possible. • The force tried to be a part of the initial pilot but were not successful. Greater Manchester Polices progress is being closely monitored to see what the orders look like. Work is ongoing with Criminal Justice partners to see what the work will look like once the pilot is over though this will not be until 2026. • The work with partners will also look to understand what this look like for survivors across the region. • An app has been created to track the data better and there has been a focus on positive outcomes. • To support DA victims, where there have been relevant bail breaches, DVPOs can be placed on top of bail conditions. <p>Can the force offer assurance that incidents of Violence Against Women and Girls and DA receive as high a level of priority, if not greater, as other crime types?</p> <ul style="list-style-type: none"> • There has been significant improvement seen in attendance at emergency and priority calls, the vast majority attended within one hour and emergencies within 10 minutes. • Vulnerability calls, such as DA and missing children, are tracked so for this reason it is possible to confirm that these incidents are attended quicker than the average time for emergency and response calls. <p>What are the positive outcomes targets for Violence Against Women and Girls and DA and is all use being made of the availability of evidence-based prosecutions when a victim is unable or unwilling to support criminal prosecution?</p> <ul style="list-style-type: none"> • There have been significant improvements regarding DA, which has almost doubled from the previous year to 9%. As time passes, there will be a continual improvement and the yearly rate will reflect those better months.
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	<ul style="list-style-type: none"> • Similarly, but more challenging, is the rate for rape, which is improving. Some months have seen 10% of offenders being charged. This area is also on an upwards trajectory, currently at 5.3%, with the ambition to get into double figures. • Evidence led prosecutions have been a challenge to record on systems, a joint piece of work is being undertaken with the CPS to understand what this looks like. The total running at is currently 463 since August, with 40-50 evidence led so far. • There are monthly meetings with the CPS to debate cases. 55 cases were put in for Evidence Based prosecutions in January. • There is a possibility that cases being put in are under-reported, the CPS have been asked to count the submitted cases to confirm. The picture is an improving one. <p>One positive development area for West Midlands Police is the ability to attract a national pilot in Raneem's Law. Could an update be provided to the Board on actions taking place to embed this into West Midlands Police contact centres?</p> <ul style="list-style-type: none"> • Under Raneem's law, the Home Office have issued guidance to have DA specialists in contact centres. This is already an embedded function with a rapid video response team in place dealing with calls. • The force continues to work with call handlers and dispatchers. There will be visits taking place to other forces to understand their pilots and discuss best practice. <p>What steps are in place to make sure all officers understand never to take advantage of vulnerability and how is this being monitored?</p> <ul style="list-style-type: none"> • This is a key part of the VAWG strategy. Police officer perpetrated VAWG and DA is a key focus led by the Professional Standards Department. All officers receive inputs as part of their initial training, this is repeated at key stages. • There is a proactive response within the anti-corruption unit to identify and put measures in place to deter and catch any officers who take advantage of vulnerable people. <p>How does WMP track whether officers are applying their training around VAWG appropriately?</p> <ul style="list-style-type: none"> • A performance framework is monitored by Supervisors. There are dashboards available to see performance at their fingertips. • There is additional governance and oversight at meetings. There is a quarterly strategic meeting held by ACC Mattinson. • The importance of child protection is a separate meeting looking at the levels of accredited staff and ensuring that the capacity is correct. Training is undertaken and the quality of the work is assessed via dip samples, audits and a QWOT analysis. <p>What improvements have been made since the introduction of the West Midlands Police stalking action plan, and how do you measure success beyond the training completion rate?</p> <ul style="list-style-type: none"> • Using the EASI project, funding was sought for a stalking intervention team. West Midlands Police are one of the few forces to hold a stalking triage meeting, held bi-weekly, combined with Black Country Women's Aid and Legal Services to look at Stalking Protection Orders applied for, positive outcomes in place and responses to current stalking cases. • From this work, it has been seen that identification of stalking cases and numbers for requests for SPOs has increased as has the charge rate for stalking. <p>How will West Midlands Police measure the success of the Cold Case RASSO team, will there be an independent oversight of this initiative?</p> <ul style="list-style-type: none"> • No, just an operational oversight, • The wider performance framework will be carried out by a specific team to understand the performance of the team and measure the positive outcome rates.
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	<p>The Cold Case RASSO team are indicated to be going live in April 2025, can you confirm that the timescale is on target, the number of officers allocated and how many cases it is anticipated will be investigated?</p> <ul style="list-style-type: none"> • This work is on track. A team of 6, including one supervisor, are in place which is deemed to be sufficient. • The team will be based in Perry Barr working in parallel with the DA team. • The number of cases will be tricky to confirm, though 700 are hoped to convert through the new forensics' framework. • The largest benefit may come from the victim's satisfaction outcome. The chance in technology may bring small outcomes but will generate huge piece of mind for victims. <p>How do the current year to date positive outcomes compare to previous years?</p> <ul style="list-style-type: none"> • For 23/24 this totalled 3.7%. The current trend data does not tell the percentage for a rolling 12-month period, suffice to say that previously, this figure was well under 5% where WMP currently are. At the moment, this is very much on an upward trajectory and hopefully into double figures soon. <p>There is a reference to the ending of a national rape victim survey. The intention to create one by WMP to capture victim experiences is welcomed, what is the current timescale for this?</p> <ul style="list-style-type: none"> • Currently surveying takes place to gather thorough responses via text messages and conversations etc. • The force has undertaken market engagement regards a supplier and a paper is being taken to an upcoming Change Board to look to procure this process. • It is anticipated to have more of an update in the next few months to be able to proceed with this work. <p>What learning had been taken from victims right to review requests? How is it disseminated across WMP?</p> <ul style="list-style-type: none"> • Broadly, the theme relates to the quality of investigations and staff having the skills to investigate the crime. • The Vulnerability Improvement Board do have an agenda item specifically on what victims are saying and how these comments can be used to improve the system. <p>Could you explain why training sessions would only now be made mandatory CPD for RASSO investigators and hadn't been so before?</p> <ul style="list-style-type: none"> • When officers move into PPU, specifically RASSO, they need a PIP 2 qualification. • Demand work has been done to see how many detectives are needed, this is calculated to be 1250. There is a national shortage, but the force is trying to close the gap. • There are currently 1000 in place with a further 250 hoped to be in place by summer 2026 • PIP2 is a pre cursor to becoming a specialist RASSO inspector with a specific course around RASSO. • Training days have been built in and is now a mandatory programme, the College of Policing are driving what the mandate looks like. <p>How will the co-location of RASSO gatekeepers improve the quality of investigations and file prep and submission to the CPS?</p> <ul style="list-style-type: none"> • One of the key challenges with case file quality preparation is the number of action plans between WMP and the CPS. The back and forth can create delays for victims. Having a co-location plan in place creates a better working relationship and allows conversations to take place in person. This is hoped to implement soon. <p>The report states that there has been a 13.7% decrease in online VAWG offences, to what do you attribute this to?</p> <ul style="list-style-type: none"> • A combination of things such as crime recording matters.
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	<ul style="list-style-type: none"> There is a continual challenge to gain the confidence of victims to report these matters. The timeliness of reporting increase of positive outcomes and increase in civil orders should provide reassurance that victims and survivors should come forward and be treated with empathy. <p>Bearing in mind the inter-relationship between a victim of VAWG and DA and female offending, why is there this omission in both the national and WMP strategies?</p> <ul style="list-style-type: none"> From a force perspective, because the focus is on protecting victims who are women and girls, there is often a distraction within a strategy which focuses on women as offenders, the hope is that the WMP strategy finds that balance and acknowledges those that have suffered this abuse and trauma can be offenders and treated in a trauma informed way so as not to criminalise people unnecessarily. <p>What action has been taken to promote New Chance through WMP? There were some concerns a while back around referrals and uptake but notice that there has been an increase in numbers.</p> <ul style="list-style-type: none"> Officers have been reminded to pursue New Chance as an option around Out of Court Disposals. CJS Custody Sergeants and LPAs have worked to push reminders of the option to use New Chance and issue positive outcomes where possible and make sure that NFA of an individual. In the case of positive outcomes for referrals, these are constantly revisited within team briefings and through induction packages. NFA panels review and advise where other options could be taken. It is ensured that the toolkit is available to all officers. <p>In relation to MARACs ,there is a lot of ground covered in relation to issues in terms of reorganisation and governance put in place, can you offer reassurance that the reorganisation of MARAC will be on a sustainable footing moving forward, comply with Safe Lives timescales and will be successful in safeguarding the rights and welfare of victims?</p> <ul style="list-style-type: none"> You can be reassured because it is. The team are making changes, but the improvements have been sustained for over 12 months. This is a MARAC partner approach too, not just WMP and includes an Exec level review. There is demand up to 2026 as part of force management focus. There is the ability to track, assess and analyse. Partners are consulted and discussions held to ensure the correct number of MARACs are in place and whether the model needs tweaking. Performance improvements have been sustained so this should provide reassurance.
7	<p>Victims & Witnesses Presented by ACC Matt Welsted</p> <p>This item was presented by ACC Matt Welsted. The following discussion took place:</p> <p>There is a welcome development around the automated victim updates which is now in place across all crime types, when did this go live?</p> <ul style="list-style-type: none"> Specifically, to do with victims, this is an automated process at stages throughout crime. This has been live since mid-2024. There is a challenge to ensure that the interaction is recording in a way that can be counted and be proven. This is part of the work to improve on moving forward. There are opportunities to look to use victims' insights to add value to provide info but not inundate the victim. Nothing should override the communication between victim and officer. Automated updates are a combination of generic messages that the force can obtain specific info and tailor to specific victims.

	<p>With regards to the Victim Care Webpage Launch, could you confirm that victims are aware of the site and are being signposted?</p> <ul style="list-style-type: none"> • This went live as automation; it refers the victims to the Victim Care webpage. • This is not something showcased, victims are given the link directly. • The page is constantly under review, looking at the messaging and advice offered to ensure that the most resourceful and compassionate approach is taken. <p>In relation to the Code of Compliance dashboard, there is reference to % of compliance for each right under the Victims Code, are you able to share what this dashboard shows in terms of % compliance?</p> <ul style="list-style-type: none"> • 99.5% of victims are notified when an officer is allocated to their crime. • This is a work in progress so some of the rights are easier to count and provide a numerical view. Others more challenging. • Right 6 has seen the most improvement, not just because of the dashboard, but because there is a victim's journey map and what officers record has been looked at, this is where the power of the dashboard comes in. <p>How does the Enhanced Victim Support Pathway work and how have you managed to strengthen referral networks?</p> <ul style="list-style-type: none"> • The key part of this is identifying the enhanced victim in the first place. • Also, by working with partners, experts at the front end can better understand what helps identify victims in the first place. • it also identifies what support available to help and signpost accordingly. • The challenge is connecting the victim and encouraging them to take advantage of the support available. <p>The use of Restorative Justice can have many benefits for victims and the wider CJS. The report talks about expansion, is there capacity to improve on this?</p> <ul style="list-style-type: none"> • RJ is one of the interactions that has enjoyed significant victim satisfaction. It helps victims cope with what has happened and often prevents a reoccurrence. • Improvements have been made, there are dedicated staff in place showcasing to investigators • There is an agreement in place to work on case studies. This will make a difference on how the Force views RJ and uses it. <p>What is the state of progress in relation to the Victims Needs Assessment and embedding as usual?</p> <ul style="list-style-type: none"> • There was a frustration between the force and inspectorate as it was thought that this had been addressed. However, examples were highlighted where things could have been done better. • The force is limited by what can be done with tech and what can be recorded. • Officers are reporting using the new approach, this has been live for the last month and is easier to navigate. <p>What mechanisms are in place to assess how victims find the automated updates from the force?</p> <ul style="list-style-type: none"> • From conversations that have taken place, there are gaps in victims insight capabilities. Work is taking place with the OPCC to secure capability. • This is not where it needs to be, there is work to do to make sure that things feel as good as it should for a victim of crime. <p>What measurable progress has WMP made in hate crime reporting, particularly underrepresented communities?</p> <ul style="list-style-type: none"> • There is a hate crime focus across the force. Each LPA has a hate crime SPOC to focus on the challenges within their local geography. • Hate crime will always go under reported, so the increase in numbers is a good thing.
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	<ul style="list-style-type: none"> • These figures will be monitored through force performance boards and the positive outcome rates which are improving. <p>Given the rise of online hate crime, what does West Midlands Police have in hand to combat it?</p> <ul style="list-style-type: none"> • WMP are well placed within policing to monitor online criminality but also to convert information received into effective investigations to bring people to justice. • This remains an ongoing challenge, the volumes are eye watering. WMP takes a proactive response to any report of crime. <p>How do WMP ensure that victims received appropriate and timely support, particularly in periods of high tension?</p> <ul style="list-style-type: none"> • Automation is available as a stop gap, but there is a reliance on call handlers and investigators to provide an appropriate service to victims • There are routine dip samples carried out to monitor performance. • There are challenges, but WMP are doing a brilliant job. <p>In relation to the Victims Right to Review, what recourse does a victim have if they disagree with the outcome?</p> <ul style="list-style-type: none"> • There are a few ways, to date some results have been challenged and 25 have been overturned. • This is not a perfunctory process. When a review is triggered this involves both WM and the CPS. • There is strategic oversight at both force and CPS level to ensure there are no mistakes and to deliver justice. <p>Are the steps taken by WMP sufficient to appraise and inform of rights in terms of Victims Right to Review?</p> <ul style="list-style-type: none"> • Yes, it forms part of the key messaging and this is repeated to victims throughout each interaction. • The victims care page includes all information required for victims' code compliance, and the right to review. Officers have also been trained specifically around victims' rights. <p>Could you tell us about the work taking place around the development of the Victim insight platform, especially the procurement issues?</p> <ul style="list-style-type: none"> • This is a capability that WMP believes will get significant engagement and improved the service to victims and witnesses. • Procurement has been separated into 2 lots, it will most likely be 2 suppliers providing each area. • The first area, volume feedback insight from all callers, is a simple approach using an automated capability. The data collected is collated and shared with an insight team to assess and provide a real time picture and plan for interventions moving forward. • The second area is much more targeted to understand what it felt like to be a victim of crime, specifically a targeted cohort of people. This will help the OPCC and MWP to understand the service provided. <p>There is mention of IDVAs being embedded with response teams, would this mean teams attending 999 or 101 calls, or embedded within PPU and call centres under Raneem's Law?</p> <ul style="list-style-type: none"> • All as described. There is a focus going into the control centre to deal with calls and dispatch this will give officers attending a call with a vulnerable person with the support that they will need. • LPAs are working with their local authorities to properly connect the service. <p>There is reference to a victim's voice strategy, as well as the existing victim's strategy, can you explain the aim and objective of the voice strategy compared to victim's strategy?</p> <ul style="list-style-type: none"> • These will eventually be merged into one strategy.
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	<ul style="list-style-type: none"> The victims voice strategy is to understand the levels of interaction with victims and how to pull together into an approach. <p>With reference to improving oversight and compliance monitoring for the Victims' Code, what is the timescale for mapping and monitoring the structure in place, work in progress?</p> <ul style="list-style-type: none"> This is an opportunity to streamline the process. Streamlined digital referrals lends itself to understand why an officer may take advantage of Restorative Justice. Models are being assessed to encourage behaviour and give easier access for officers and victims.
8	<p>Fairness & Belonging Presented by ACC Mike O'Hara</p> <p>This item was presented by ACC Mike O'Hara. The following discussion took place:</p> <p>Of the 8 actions outlined in the report taken from the Black Workforce Survey produced some two years ago, it is estimated about 2.5 of these have been completed, 3.5 amber at best, Can you predict when these may become green in the near future?</p> <ul style="list-style-type: none"> It is agreed that the phraseology in the report is clumsy and does not demonstrate the work and impact. It may be the case that many of the actions and work streams will never be green, as the work is a constant stream of activity. Learning from Our Black History is being rolled out, there is a cultural calendar in place, there has been a lot of community engagement, there are three separate coaching and mentoring schemes for Black and Black Heritage and a revised grievance policy. <p>What would you say is your current understanding of why Black and Black Heritage staff members leave the organisation?</p> <ul style="list-style-type: none"> There are a couple of pieces of work to reference. While People Services were restructured the Say to Stay process was paused. All new HR Managers are bought into the action plan around exit interviews. Through the people dashboard it is hoped to understand better why people are leaving by assessing the data and looking at trends. Leavers from Black and Black Heritage workers were 10 people lower than in 2023, there was also an increase in those joining the force too. <p>With reference to Stop & Search, work is ongoing to ensure the QR code is a mandatory field in 2025, in terms of its current rent status, is offering the code discretionary or mandatory as far as WMP is concerned?</p> <ul style="list-style-type: none"> It is mandatory, officers are expected to offer the QR code each time. The challenge is that only one person in 1000 completed the QR code. Moving forward it is hoped to be able to offer a box to completed to indicate that the form was offered. <p>With regards to the challenges around Section 162 stops highlighted, when do you expect these to be resolved?</p> <ul style="list-style-type: none"> IT has a lot of demand currently. This has been raised with the Chief Finance Officer and wider executive team. WMP are confident that they are moving in the right direction here. <p>The comprehensive review of the Stop and Search policy refers to completion date of April 2025, is this on track?</p> <ul style="list-style-type: none"> Yes, this is on track. Work has taken place between WMP and the OPCC in relation to this.

	<ul style="list-style-type: none"> • Action: Force to provide a further update in relation to the consultation that was held around the Restorative Justice pilot for Stop & Search. <p>Does WMP provide a form of refresher training to officers around Stop & Search?</p> <ul style="list-style-type: none"> • WMP do, but it has been a while. A review has now taken place of the training. • All officers and staff go through basic training, plus Learning from Black History, Stop & Search and Use of Force. There will now be a 20-minute refresh course on Stop & Search and use of Police powers for Officers to access via the Training Portal. <p>In terms of the training around Learning from Black History, can you explain the measures put in place to assess the impact? How can this be measured, and difference made?</p> <ul style="list-style-type: none"> • There is an awful lot of work and conversations being had. • Survey feedback has been provided to understand a shift in attitudes and views previously held. • It is hoped to see changes in the service delivered. • It is a tricky one to assess the impact, there is an assessment plan with Training and further work with Training around survey feedback. <p>What issues do you think will come out of the report around the Elevate project that we do not know about?</p> <ul style="list-style-type: none"> • Unsure about themes and trends. The challenge around coaching and mentoring is confidentiality. The training is facilitated by the College of Policing. • WMP contributed the most mentors and mentees. A review is due this summer. The College of Policing are also carrying out a formal review • From conversations with those on the scheme, one of the themes apparent is work around confidence and resilience, there is a lot of pressure involved. There will be work with the Comms Department to discuss this. <p>The work done with Tapin seems to be significant. Can you provide more details around the work?</p> <ul style="list-style-type: none"> • This was a piece of work support by the previous Head of Comms. Organisationally, some of the work may have fallen through cracks. • Work is now taking place with Tapin on a national project to look at retention. • The work has been positively received; more clicks received than anticipated. • Action: Force to provide a further update in relation to the work undertaken in relation to Social Media with the provider Tapin around Recruitment and Retention. <p>Could you give any more details on how WMP is responding to the National Police Race Action concerns that have been raised?</p> <ul style="list-style-type: none"> • It is fair to say that nationally this continues to be contentious. • From a West Midlands perspective, the force is committed to improve the service provided to the black community and supporting Black and Black Heritage officers and staff. • There is an uncertainty about the future. Work carried out by WMP with partners has been well received and the agenda will continue to be driven as it is the right thing to do. <p>In relation to the Communications strategy and work taking place, is all this work being captured and evaluated for effectiveness and outcomes?</p> <ul style="list-style-type: none"> • Yes, but this continues to be tricky, trying to coral the totality of engagement activity with a focus on the Black and Black Heritage communities. • There are Race Action SPOCs in each LPA who work to the co-ordinator. A workgroup is in place to collate all the work that takes place.
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	<ul style="list-style-type: none"> • One of the challenges is that the force cannot do enough. The key is making sure that the broader organisation is aware of the challenges and that work takes place to rectify them. <p>Can you provide more details around the impact matrix which is in place to co-ordinate the impact which the West Midlands Police Race Action Plan is making?</p> <ul style="list-style-type: none"> • The matrix is still embryonic as a piece of work. It was presented at a recent Board meeting and further discussions will take place later today around the maturity matrix. • The challenge is not to be too scattergun, focussing on value impact rather than activity. • The key is understanding which engagement and activity is likely to have the greatest impact. • The matrix captures activity data from LPAs, into Matrix and helps understand potential impacts. • Action: Force to share details in relation to the Impact Matrix which is currently in development in relation to Workstream 3 of the Police Race Action Plan.
	<p>CLOSE</p> <p>Date of next meeting – Tuesday 22nd April 2025.</p>