

Devon and Cornwall Police and Crime Panel

Friday 3 July 2015

PRESENT:

Councillor Croad, in the Chair.
Councillor Batters, Vice Chair.
Councillors Brown, Boundy, Philippa Davey, Eddowes, Excell, Mathews,
Mrs Pengelly, Saltern, Mrs Squires, Toms, Watson and Wright.

Independent Members: Ms Yvonne Atkinson and Ms Sarah Rapson.

Apologies for absence: Councillors Moulson, Sanders and Sutton.

Also in attendance: Pete Aley, Head of Neighbourhoods and Communities, Sarah Hopkins, Community Safety and Partnerships Manager, Jo Heather, Democracy and Governance Officer, Cornwall Council, Katey Johns, Democratic Support Officer, Tony Hogg, Devon and Cornwall Police and Crime Commissioner, Andrew White, OPCC Chief Executive, Dr Karen Mellowdew, OPCC Performance Management and Customer Service Manager, David Eaton, Strategy and Meetings Officer, Inspector Paul Morgan, Force Lead for Neighbourhood Watch, Devon and Cornwall Police, Lorraine Robinson, Secretary to Plymouth Neighbourhood Watch Forum, Rob Paterson, former Chairman of Restormel District Neighbourhood Watch Forum, Julie Dowton, Devon and Cornwall Community Watch Association (DaCCWA).

The meeting started at 10.30 am and finished at 2.35 pm.

Note: At a future meeting, the Panel will consider the accuracy of these draft minutes, so they may be subject to change. Please check the minutes of that meeting to confirm whether these minutes have been amended.

Cancellation of 10 April 2015 Meeting

On behalf of the host authority, Pete Aley, Head of Neighbourhoods and Communities, apologised for the cancellation of the last meeting and for any inconvenience this may have caused panel members or the Police and Crime Commissioner and his team. Considerable attempts had been made to reconvene a meeting between April and July, however, due largely to elections and panel members' diaries this had proven impossible. Lessons had been learned and contingencies put in place to avoid any such future occurrence.

1. APPOINTMENT OF CHAIR OF DEVON AND CORNWALL POLICE AND CRIME PANEL

Having been proposed by Councillor Watson and seconded by Councillor Brown, and in the absence of any other nominations, it was agreed that Councillor Croad is appointed Chair for the 2015/16 municipal year.

2. **APPOINTMENT OF VICE-CHAIR OF DEVON AND CORNWALL POLICE AND CRIME PANEL**

Having been proposed by Councillor Eddowes and seconded by Councillor Wright, and in the absence of any other nominations, it was agreed that Councillor Batters is appointed Vice-Chair for the 2015/16 municipal year.

3. **Chair's Welcome, Vote of Thanks and Announcement**

The Chair welcomed everyone to the first meeting of the new municipal year, including new members – Councillors Boundy, Davey, Mathews, Moulson, Mrs Pengelly, Mrs Squires and Toms. As a result of the membership changes, the Chair wished to record a vote of thanks to all those who had left the panel for their commitment and contribution, namely Councillors Eginton, Haywood, Inch, Penberthy and Rennie. A personal thank you for her support and much valued input was expressed to the former Vice-Chair, Carolyn Rule, who had left the panel following the sad and unexpected loss of her husband. On behalf of the panel, the Chair wished her and her family well for the future.

4. **MINUTES**

Agreed the minutes of the meeting held on 6 February 2015.

5. **DECLARATIONS OF INTEREST**

The following declaration of interest was made in respect of an item under consideration at the meeting –

Name	Minute No.	Reason	Interest
Councillor Mrs Squires	10	Street Pastor	Personal

6. **PUBLIC QUESTIONS**

There were no questions from members of the public.

7. **PROGRESS OF RECOMMENDATIONS MADE BY THE POLICE AND CRIME PANEL TO THE POLICE AND CRIME COMMISSIONER (PCC) IN RESPECT OF AGREEING THE PCC'S PROPOSED LEVEL OF PRECEPT**

Further to consideration and acceptance of the PCC's proposed level of precept at its meeting on 6 February 2015, the panel considered the report which had been produced arising from its findings and recommendations at that meeting, together with the PCC's response dated 17 February 2015.

The following responses were provided to questions raised –

- (a) despite best efforts at horizon scanning and forward thinking, it was difficult to plan beyond 2017 given the unknown budgetary constraints. Over the next four years, if a number of planned initiatives were unsuccessful, it was likely that the equivalent of 800 posts across Devon and Cornwall would be lost. The settlement for 2016/17 would be announced in December and it was anticipated that savings similar to those achieved over the last four

years would need to be repeated. The Home Office has said that crime was falling and therefore policing required less money, however, most calls on the service today were in areas that fell just short of crime or were more complex. More fully defined budget proposals would be available in September ready to go to public consultation in October. The results of that public consultation, combined with knowledge of the settlement decision in December, would enable the Commissioner and his team to work out his precept proposals for the panel's consideration in February 2016;

- (b) the high level of reserves had been built up over a number of years, some of which preceded the Commissioner, and were earmarked to address a number of matters, such as –
- declining budgets
 - a reduction in staffing numbers to avoid large-scale redundancies
 - provision of new criminal justice hub at Middlemoor
 - mitigation of financial risk possibly arising from the A19 Tribunal
- (c) Ms Atkinson's offer to assist the OPCC in undertaking a financial stress testing exercise in respect of their reserves was welcomed and accepted;
- (d) a revised copy of the presentation to the Precept meeting had been prepared and was to have been circulated with the agenda papers for the April meeting, however, as that meeting had been cancelled the matter had been overlooked. A copy would be circulated to the panel at the earliest opportunity.

Agreed –

(1)	the draft report to the PCC as a final version in respect of the panel's comments and recommendations;
(2)	the PCC's response to the draft final report and noted progress made in addressing those recommendations;
(3)	<p>the suggested items for inclusion in the panel's work programme as follows –</p> <ul style="list-style-type: none"> • report outlining options for giving primacy to non-staff savings as opposed to resorting to staff reductions – to be included within 'Transformation' item scheduled for Autumn 2015; • joint report with Chief Constable on the viability of introducing initiatives and options for the scrapping of untaxed/abandoned vehicles and the potential for income generation – December 2015; • report detailing options for maximising capital receipts, commercialisation and leasing options, joint initiatives with partners, as methods of incoming generation and maximising return on estates in revenue terms that will minimise reliance on the use of reserves and increase in police precept in the future – Summer 2015; • report clarifying where staff reductions will be made as a matter of priority – to be included within 'Transformation' item scheduled

	<p>for Autumn 2015;</p> <ul style="list-style-type: none"> • report on initial details and proposals for income generation – to be included within ‘Transformation’ item scheduled for Autumn 2015; • report setting out a detailed longer-term strategy of how the policing landscape will look in four years’ time and how savings will be realised – to be included within ‘Transformation’ item scheduled for Autumn 2015; • detailed report enabling scrutiny of ‘earmarked’ reserves (to be routinely provided as part of budget/precept-setting reports – to be included in the precept submission in February 2016.
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8. **FINAL REFRESH OF THE POLICE AND CRIME PLAN 2014-17 AND PROGRESS OF RECOMMENDATIONS MADE BY THE POLICE AND CRIME PANEL**

Further to the last meeting, the Police and Crime Commissioner submitted for the Panel’s consideration the Final Refresh of the Police and Crime Plan 2014-17.

Accompanying the refresh was an update on progress made against the recommendations arising at that meeting, one of which was that the PCC kept the panel informed throughout the remainder of the consultation process for finalising the refresh with the option to comment on any significant changes via the Panel Chair.

The Chair advised Members that whilst the Commissioner’s initial response had been that it would not be possible for the Panel to have sight of the full draft plan each year he had since reconsidered and the timeframes had been amended so that the Panel could now review the actual draft Plan rather than a statement of intentions. This was very much welcomed by the Chair and Panel Members.

A number of questions were raised during the ensuing debate to which the following responses were provided –

- (a) there was concern about how the CRC would be held to account and whilst the PCC had reasonable access to data held he didn’t have a right of access. The Ministry of Justice had promised access to data and it was the PCC’s intention, either through his team or through the local Criminal Justice Board (of which he was a member), to develop a mechanism by which the CRC could be held to account;
- (b) the Chief Constable had been asked to report to the PCC by the end of the summer on how he plans to deal with cyber enabled or delivered threats, particularly given the acknowledged insufficient local capability to address the growing risk;
- (c) an action plan was now in place to address the problems encountered with the 101 service, including the addition of an extra 30 staff to cover the two call centres, and the PCC was confident that the situation would improve over the coming year;
- (d) three different performance reports had been produced as a result of the HMIC CSE report, all of which had focussed on police services and systems rather than across all of the agencies involved –

- (i) the first report had highlighted issues around police systems and the covert data systems that weren't shared. It was hoped that the development and rolling out of MASH across Devon would address some of those issues;
- (ii) the second report had focussed on online CSE with a headline message that police services were not cognisant of CSE or well equipped in terms of capacity or capability. The report's recommendations echoed what the PCC had put to the Chief Constable and reflected the need to develop expertise in front-line delivery;
- (iii) the third report, which was around child protection, highlighted a number of areas of failure. Devon and Cornwall Police had done a 'deep-dive' exercise into child protection and the way in which the force was addressing the issue. Whilst there were some areas of concern, there was also some confidence that the force was aware of those challenges and was dealing with them.

The PCC had asked the Chief Constable to prepare a report responding to all of the recommendations contained in the three reports, a copy of which would be shared with the Panel. Once the Chief Constable's response had been received, the PCC offered to bring to a future meeting a Safeguarding MACSE/MASH presentation detailing the safeguarding mechanisms across Devon and Cornwall.

Agreed –

(1)	the draft report as a final version in respect of its comments and recommendations to the Police and Crime Commissioner;
(2)	the PCC's response to the draft final report and noted progress made in addressing those recommendations;
(3)	that due regard has been given to the comments and recommendations made by the Police and Crime Panel and that they have been incorporated in the final refresh of the Police and Crime Plan;
(4)	<p>the suggested items for inclusion in the panel's work programme as follows –</p> <ul style="list-style-type: none"> • report on findings of the work being explored with Exeter in respect of improved data exchange between the Police and Health regarding Domestic Abuse/Domestic Violence – to be scheduled for consideration in the Autumn/Winter; • report defining neighbourhood policing in terms of function and resourcing that aims to better protect this foundation service to the public and source of intelligence - to be included within 'Transformation' item scheduled for October 2015; • a report on the Chief Constable's response to the recommendations arising from the HMIC's report on CSE; • Safeguarding MACSE/MASH presentation.

9. **PANEL SCRUTINY AND WORK PLAN 2015/16**

The Panel reviewed its work plan for 2015/16. Given the limited resources available and an already packed work plan, it was suggested that the Panel may wish to consider the scrutiny item on Neighbourhood Watch scheduled for consideration at today's meeting as the 'reactive' scrutiny item for 2015 and that Members should therefore focus on identifying the next 'proactive' piece of scrutiny from the following list –

- How is the PCC addressing issues of inequality amongst communities of geography and communities of interest across a large diverse geographical area?
- How is the PCC encouraging reporting and improving monitoring in the areas of domestic violence/abuse and sexual violence and support for victims?
- How is the PCC improving communication/consultation with the Public?
- How is the PCC improving confidence in the Police/Neighbourhood Policing across the Force area?

There were conflicting views on which of the above should be taken forward, and given its raised profile and priority, whether child sexual exploitation should be included. However, following a vote, it was established that 'How is the PCC encouraging reporting and improving monitoring in the areas of domestic violence/abuse and sexual violence and support for victims?' would be the next item of 'proactive' scrutiny, to include child sexual exploitation.

A concern was raised about the closure of custody centres and, in particular, the impact of the closure of the Launceston custody centre on officers having to transport offenders to the custody centre in Newquay. Members were advised that a review had been undertaken of all the custody centres across Devon and Cornwall due to the significant running costs. Despite the fact that Launceston was the newer centre, it was still more cost effective to close Launceston in favour of the Newquay custody centre and have officers travel the extra distance (an average of 8 minutes extra travelling time) with savings of £750,000 annually having been identified.

Agreed -

(1)	that today's scrutiny item on Neighbourhood Watch is considered as the 'reactive' scrutiny item for 2015;
(2)	the next topic of 'proactive' scrutiny - 'How is the PCC encouraging reporting and improving monitoring in the areas of domestic violence/abuse / sexual violence / child sexual exploitation and support for victims?';
(3)	with regard to (2) above, the 'proactive' scrutiny item is schedule for consideration by the Panel on 18 December 2015;
(4)	the work plan for 2015/16.

(Councillor Brown's proposal for 'How is the PCC improving communication/consultation with the Public?' to be the next item of 'proactive' scrutiny, having been seconded by Councillor Excell, was put to the vote and declared lost).

(Yvonne Atkinson's proposal for 'How is the PCC encouraging reporting and improving monitoring in the areas of domestic violence/abuse and sexual violence and support for victims?' to be the next item of 'proactive' scrutiny, having been seconded by Councillor Wright, was put to the vote and declared carried).

10. **THE POLICE AND CRIME COMMISSIONER'S UPDATE ON THE "VOLUNTEERING REVIEW"**

The Police and Crime Commissioner's Chief Executive provided a verbal update on the 'Volunteering Review'. Members were informed that the review had revealed a mixed picture across the Force area which, unfortunately, was not a very satisfactory one. Whilst some positives had been identified, such as a strong street pastor scheme which had delivered over 40,000 hours, as well as some decent activity undertaken by Speedwatch, the overall view was that volunteers were not being as well supported as the Police would like them to be. Special Constables in particular were an area that the Commissioner was keen to utilise more, with a personal commitment to increase hours from 100,000 to 150,000. In this regard, enhanced training, identifying where particular skills were lacking as well as a recruitment drive were being actively promoted and driven, with a specified lead (Chief Superintendent Chris Singer) having been identified to take the project forward.

Both the PCC and the Chief Constable were of the shared view that it was essential to develop and deliver an effective volunteering scheme. An outline action plan had now been drafted and this would be available in 2-3 months.

The panel noted the update with thanks.

(Councillor Mrs Squires declared a personal interest in respect of the above item).

11. **SCRUTINY REVIEW OF "IS THE SIGNIFICANT REDUCTION IN ENGAGEMENT OF NEIGHBOURHOOD WATCH VOLUNTEERS IN PLYMOUTH REFLECTED ACROSS DEVON, CORNWALL AND THE ISLES OF SCILLY AND, IF SO, WHAT IS THE PCC DOING TO ADDRESS IT?"**

The Chair welcomed the following witnesses and thanked them for volunteering to participate in the review –

- Lorraine Robinson, Secretary to Plymouth Neighbourhood Watch Forum
- Rob Paterson, former Chairman of Restormal District Neighbourhood Watch Forum
- Julie Downton, Devon and Cornwall Community Watch Association (DaCCWA) – the umbrella organisation for Devon and Cornwall NHW's
- Inspector Paul Morgan, Force Lead for Neighbourhood Watch, Devon and Cornwall Police

Members were advised that, in preparation for the review, a letter had been sent out to a number of relevant agencies and organisations to determine whether the decline in NHW schemes in Plymouth was reflected across the force area and, if so, sought their opinions as to what the Police and Crime Commissioner should do about it. The response rate had been very good and a summary of all of those received had been appended to the report.

Adopting a select-committee style approach, the panel then heard from the witnesses and the following summarises their verbal submissions and responses to the questions arising

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- (a) DaCCWA were of the view that there hadn't been a decline regionally and schemes and membership were in fact increasing. Indeed, recent Home Office research had revealed that –
- NHW was a trusted and well-known brand
 - 90% of membership believed NHW reduced crime
 - 94% believed membership increased community interaction amongst residents
 - NHW schemes reduced crime by between 16 and 26%
 - across Devon and Cornwall membership was wide and diverse with 2,276 active co-ordinators currently supporting the 74,939 registered households;
 - in Plymouth there were currently 145 confirmed active schemes with a further 55 coming through the system
 - across Devon and Cornwall 21 new schemes had come on board within the last month and a total of 192 schemes had been gained over the last 2½ years
 - in terms of value, based on the 2,276 co-ordinators, it was estimated that NHW schemes contribute £15m of savings annually to preventing crime in Devon and Cornwall
- (b) NHW was very different to how it had been 10 years ago when it came under the umbrella of the Police where individual Crime Prevention Officers had responsibility for managing schemes and maintaining databases with membership numbers etc. DaCCWA was now the independent body responsible for NHW, and a number of other 'Watches', and was supported by the Police in a variety of ways;
- (c) in terms of the level of support provided by the Police, this was now much broader and revolved around provision of watch offices within the police estate (of which there were 14 within Devon and Cornwall) and which enabled access to and use of office space and resources, supported by volunteers. Their aim was that those 'Watch' offices became the focal point and hub for activities across force area to enable the schemes' continued development and could adapt to accommodate the changing focus of NHW in particular from crime to wellbeing as a whole through the Neighbourhood Healthwatch Movement which is supported by GPs and has now been formalized through DaCCWA. This move was welcomed and supported by the Police who believed this was the right direction to be taking and they had no concerns about the future of NHW;
- (d) there were concerns that the problem was down to communication and access to information by volunteers. If information was sent out from Head Office to a watch office which then could only be accessed by a volunteer on certain days of the week and under restricted hours of operation, it was then dependent upon the skills of that volunteer on how and in what form the information was disseminated to each co-ordinator. Volunteers/Co-

ordinators must be computer literate and able to communicate via e-mail in order to ensure information was cascaded as quickly as possible. In Newquay where the office had been closed for a number of months the Inspector had developed his own neighbourhood communication system called 'Streetnet' where his beat officers had been encouraged to go out and talk to their communities and establish community 'post boxes' from which information could be shared in both directions;

- (e) the Executive Committee of Neighbourhood Watch Plymouth Forum believed that the decline in Plymouth had been as a result of the lack of support from the Police. Previous to 2010, the sustained high number of NHW co-ordinators was down to the care, attention and support of the Neighbourhood Watch office at Charles Cross Police Station which had been manned by a paid civilian worker 5-days a week and supported by four volunteers. The team had actively communicated with all co-ordinators, arranged social and education events and provided a support group for new 'watchers'. After 2010, the system changed, the paid civilian worker retired and the system which replaced it effectively deleted the central role of the hub office. As a result, co-ordinators had been left feeling isolated and their numbers had started to decline;
- (f) having said that, the Executive Committee also believed that in the last 12 months a lot of work had been done by the Citizens in Policing Officer to consolidate and strengthen the work of Plymouth Neighbourhood Watch, namely –
- making personal contact with each co-ordinator;
 - identification of 'Our Watch' website as an effective mechanism through which co-ordinators could communicate with each other and find new members;
 - more efficient and streamlined processing of new 'watchers', police checks, enquiries and information gathering at Devonport Police Neighbourhood Watch Office;
 - commencement of an effective mechanism for recruitment using NHW stands at major events in Plymouth;
 - greater dialogue between DaCCWA and NHW with aim of increasing number of co-ordinators in Plymouth

It was also of the opinion that, with better advertising and the establishment of the hub at the Neighbourhood Watch office at Devonport Police Station, there would be a rise in co-ordinator numbers;

- (g) Our Watch was a national body to whom DaCCWA reported and through which they could use the brand. The figures quoted by DaCCWA would be on their new website shortly, they would also be on the Devon and Cornwall Police website;
- (h) DaCCWA was self-funded through sale of neighbourhood watch signs and other merchandise. There was no need for significant operating funds as staff were volunteers and operated out of shared police accommodation with use of shared resources, however, a contribution towards the cost of leaflet production would be helpful;

- (i) there had been issues with the Bodmin based scheme as a result of loss of the shared accommodation, with no alternative being offered, and loss of the watch database. However, the situation had now been resolved with a new office being up and running and co-ordinators were in the process of being contacted;
- (j) use of community messaging systems should be broadened. The more agencies that engaged, the wider the network and the greater the ability to share data and spread costs. Neighbourhood Alert, a national communication system, was one such example;
- (k) there were concerns that with further closures of police offices pending, any premises which shared accommodation with 'watch' schemes would be identified to ensure appropriate arrangements were made to move the 'watch' office with them to the new accommodation and maintain the network, or that alternative arrangements could be made;
- (l) within the Plymouth NHW scheme up to 65% of the co-ordinators had computers and were able to use one. However, they were at the point of considering being more ruthless so as to ensure all future co-ordinators were computer literate;
- (m) it wasn't essential that co-ordinators had their own computers but that they had access to one. Many public libraries provide free internet access and staff there can provide support or assistance if required. There were also many organisations out there that provided basic computer training for free;
- (n) priorities within individual NHW schemes were determined by the co-ordinators and their communities as they were the ones who were aware of their neighbourhood's concerns.

The Chair once again thanked the witnesses for the participation and then invited the Police and Crime Commissioner back to the table to respond to some of the points made. Members were advised that –

- (o) the Commissioner was of the view that the public very much had a part to play in community safety and his role was to champion and support them in that role in any way he could. Through the Chief Constable he could ensure that the resources were there to support watch schemes and community messaging;
- (p) the Citizens in Policing pilot had been successful in Plymouth and the Chief Constable would be approached about rolling the scheme out elsewhere;
- (q) it was acknowledged that there were some weaknesses where schemes had floundered due to lack of Police support. This often occurred where Police had recruited from the PCSO role resulting in a gap in the community. It was an ongoing concern between the PCC and the Chief Constable and was part of his package of questions to the Chief Constable relating to neighbourhood policing, what it meant, what could be put on partners and what ultimately would not be done;

- (r) IT in policing was not where it should be and a new system was being brought forward to address the situation. Each force area was being asked to contribute £25,000 to help in its development;
- (s) there was no direct link between NHW and Victim Care and the connection between NHW and Community Safety Partnerships (CSP) was variable;
- (t) the PCC did not have any figures to show how crime differentiated between watch and non-watch areas as this was an operational area for which the Chief Constable was responsible. The PCC would take the question away and come back to the panel with a response.

The Chair thanked everyone for their contribution to the review and proposed that a draft report be prepared by the host authority for consideration at the next meeting.

Agreed that responsibility for drafting the Panel's findings and recommendations arising from the review will be delegated to the host authority, in consultation with the Chairman, with a final report to be formally reviewed and agreed at the next meeting of the Police and Crime Panel. This report will be made available to the Police and Crime Commission in draft form.

12. **THE POLICE AND CRIME COMMISSIONER'S UPDATE ON THE STRATEGIC ALLIANCE WITH DORSET AND THE SOUTH WEST PROCUREMENT COLLABORATION**

The OPCC Chief Executive provided a verbal update on progress with the Strategic Alliance. Members were informed that –

- (a) the 4-year project was the largest single endeavour being undertaken involving 30 different back, middle and front office services and, with the exception of local policing, there wasn't any area of policing that wouldn't be impacted upon –
 - Back Office – covering HR, Finance and Procurement
 - Middle Office – work to develop joint operations on fleet, custody and control room
 - Front Office – work to develop joint operations in dog handling, armed response and roads policing
- (b) whilst initial savings across the 30 projects of £12m had been envisaged, they were now confident that savings achieved would be higher.

With regard to maximising efficiencies through regional collaborative procurement arrangements, Members were advised that, in addition to what was being done locally, as detailed in the report, use of the national arrangement was becoming the norm. One such example being the bulk purchase of police vehicles to which Devon and Cornwall Police had signed up.

In addition, there had been a great deal of work done in the south west on uniform. However, nationally this was being particularly slow to progress. The Home Office had

done some investigatory work last year which had revealed that prices vary dramatically on uniform and equipment from anything like a helmet to a shield.

The panel noted the report.

13. **POLICE AND CRIME COMMISSIONER'S PERFORMANCE REPORT**

The Police and Crime Commissioner introduced his performance report and drew Members attention to the highlights which included that –

- the report format had been changed in response to the panel's request at the previous meeting and now included baseline data against each headline measure;
- some of the information was historic and should be regarded as such, for example the 80% satisfaction rate with the 101 service which was a nonsense and had since been overwritten;
- as part of the refresh of the Police and Crime Plan for 2015/16 attainment levels for existing measures had been reviewed, along with the secondary/supporting measures used to help understand and track performance in relation to key issues such as levels of violence and the 101 service;
- with regard to the area of Domestic Abuse, the focus would now be on the narrative and on the culture that encouraged reporting rather than the numbers and percentages;
- there was disappointment at the number of hours of service provided by special constables and those undertaken by volunteers;
- with regard to 'reducing crime and harm caused by the misuse of alcohol', the headline measures had been separated out at the request of the Chief Constable so that they were now –
 - number of recorded violence with injury offences
 - number of recorded violence without injury offences

In response to questions raised it was reported that –

- (a) the fact that there was a significant regional population increase during the summer period formed a central part of the Commissioner's Fair Funding Campaign. However, with regard to the 'victim based crime' headline measure and reducing crime per head of population, this seasonal variation was not taken into account;
- (b) with regard to the number of recorded violence without injury incidents, the measure was broken down into four separate sub-categories –
 - where incidents had occurred (within the ENTE)
 - whether it was violence behind closed doors;
 - whether there was violence in public places (outside of the ENTE);
 - involvement of young people
- (c) the Home Office had given a very clear steer that targets should not be used in performance management.

The panel noted the report.

14. **POLICE AND CRIME COMMISSIONER'S UPDATE REPORT**

The Police and Crime Commissioner submitted his update report and commented that –

- (a) with regard to Street Triage Services, continuation of its funding had only just been agreed and the OPCC was working with partners to improve the handling of mental health issues within a police setting. He was disappointed that only two out of the three NHS partners had agreed to help fund the scheme and was unconvinced that NHS Kernow had sufficient measures in place in Cornwall. He was however grateful to New Devon and Torbay and welcomed their support for this important service which, to date, had proved successful;
- (b) with regard to Transforming Rehabilitation (under Priority 4), there had been very significant activity within the local Criminal Justice Board to decide how the CRC would be held to account;
- (c) a supplementary page had been circulated to the panel to support the information presented on pages 172/173 of the agenda pack. The page contained a pie-chart diagram which indicated people's preference for how to contact police in a non-emergency situation.

The Chair sought clarification that the date mentioned in respect of the 101 Review on page 168 should be 2014 and not 2015. The Commissioner confirmed that the date referred to should indeed be 2014.

The Commissioner again took the opportunity to invite the panel to come and visit his offices and his team who worked hard behind the schemes to help bring all of this information to the panel.

The Chair welcomed the offer and asked any panel members who were interested to contact either Sarah or Jo who would co-ordinate a visit.

The panel noted the report.

15. **REPORT FROM THE OFFICE OF THE POLICE AND CRIME COMMISSIONER IN RESPECT OF ANY NON-CRIMINAL COMPLAINTS ABOUT THE POLICE AND CRIME COMMISSIONER**

The OPCC Chief Executive reported that one complaint had been received during the period 21 January to 17 June 2015, however, the complaint had not been recorded as it related to a member of the public's dissatisfaction regarding a police investigation and was not a direct complaint against the Police and Crime Commissioner.

The Chair reminded the panel that part of the responsibility for delegating the handling of complaints to the OPCC Chief Executive, included an obligation for the panel Chair and lead officer to visit the OPCC and 'dip sample' a number of complaints. To date this had not been done but an assurance was given that this would be undertaken before the next meeting.

16. **FUTURE MEETING DATES**

Future meeting dates were confirmed as –

- 9 October 2015
- 18 December 2015
- 5 February 2016 (Precept)
- 19 February 2016 (Provisional if Precept Veto'd)
- 15 April 2016