

Public Document Pack



Devon and Cornwall Police and Crime Panel

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Published 24 June 2015

DEVON AND CORNWALL POLICE AND CRIME PANEL

Friday 3 July 2015

10.30 am

Council House (Next to the Civic Centre), Plymouth

Members:

Councillors Barker (Teignbridge District Council), Batters (Cornwall Council), Geoff Brown (Cornwall Council), Councillor Croad (Devon County Council), Philippa Davey (Plymouth City Council), Eddowes (Cornwall Council), Excell (Torbay Council), Inch (Torrige District Council), Mathews (North Devon District Council), Moulson (Isles of Scilly), Mrs Pengelly (Plymouth City Council), Saltern (South Hams District Council), Sanders (West Devon District Council), Mrs Squires (Mid Devon District Council), Sutton (Exeter City Council), Toms (Cornwall Council), Watson (Cornwall Council) and Wright (East Devon District Council).

Independent Members:

Yvonne Atkinson (Devon) and Sarah Rapson (Cornwall and Isles of Scilly).

Members are invited to attend the above meeting to consider the items of business overleaf.

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DEVON AND CORNWALL POLICE AND CRIME PANEL

TIME 10.30 – 10.45 AM

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

The Panel will elect a Chair of the Devon and Cornwall Police and Crime Panel.

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

The Panel will elect a Vice-Chair of the Devon and Cornwall Police and Crime Panel.

TIME 10.45 – 10.50 AM

3. APOLOGIES

To receive apologies for non-attendance submitted by members.

4. MINUTES

(Pages 1 - 12)

To sign and confirm as a correct record the minutes of the meeting held on 6 February 2015.

5. DECLARATIONS OF INTEREST

Members will be asked to make any declaration of interest in respect of items on this agenda.

TIME 11 – 11.20 AM

6. PUBLIC QUESTIONS

To receive questions from (and provide answers to) members of the public that are relevant to the panel's functions.

Questions should be no longer than 100 words and sent to Democratic Support, Plymouth City Council, Ballard House, West Hoe Road, Plymouth PL1 3BJ or democratic.support@plymouth.gov.uk. Questions must be received at least 5 complete working days before the meeting.

TIME 11.20 – 11.30 AM

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

(Pages 13 - 24)

The Panel will review formal recommendations made to the Police and Crime Commissioner in relation to the agreement of his proposed level of precept and consider the response and actions/progress from the PCC to those recommendations.

TIME 11.30 – 11.40 AM

- 8. FINAL REFRESH OF THE POLICE AND CRIME PLAN 2014-17 AND PROGRESS OF RECOMMENDATIONS MADE BY THE POLICE AND CRIME PANEL** (Pages 25 - 84)

The Panel will review the Final Refresh of the Police and Crime Plan 2014-17 and satisfy itself to what extent regard has been made to the recommendations made by the Police and Crime Panel to the Police and Crime Commissioner and consider the response and actions/progress from the Police and Crime Commissioner to those recommendations.

TIME 11.40 – 11.50 AM

- 9. PANEL SCRUTINY AND WORK PLAN 2015/16** (Pages 85 - 98)

The Panel will consider proposals for 'reactive' and 'proactive' detailed scrutiny topics and agree the Work Plan for 2015/16.

TIME 11.50 – 12 NOON

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

The Panel will receive a verbal update from the Police and Crime Commissioner in respect of his "Volunteering Review".

TIME 12 – 1.15 PM

- 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?"** (Pages 99 - 158)

The Panel will use a 'select committee' style approach to scrutinise "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"?

TIME 1.45 – 2.15 PM

- 12. THE POLICE AND CRIME COMMISSIONER'S UPDATE ON THE STRATEGIC ALLIANCE WITH DORSET AND THE SOUTH WEST PROCUREMENT COLLABORATION** (Pages 159 - 160)

The Panel will receive a presentation from the Police and Crime Commissioner in respect of opportunities for strategic collaboration between Devon and Cornwall Police and Dorset Police and a report in respect of the South West Procurement Collaboration.

TIME 2.15 – 2.25 PM

- 13. POLICE AND CRIME COMMISSIONER'S PERFORMANCE REPORT** (Pages 161 - 164)

The Panel will receive an update from the Police and Crime Commissioner in respect of performance against objectives and performance measures in the Police and Crime Plan.

TIME 2.25 – 2.35 PM

14. POLICE AND CRIME COMMISSIONER'S UPDATE REPORT

(Pages 165 - 196)

The Police and Crime Commissioner has provided the Panel with his regular report regarding the activities and decisions he has made since the last Police and Crime Panel meeting.

TIME 2.35 – 2.45 PM

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

(Pages 197 - 198)

Members will consider the report and, after due consideration, agree the resolutions by the Chief Executive of the Office of the Police and Crime Commissioner.

16. FUTURE MEETING DATES

The following are the scheduled dates of future meetings of the Panel –

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

Devon and Cornwall Police and Crime Panel

Friday 6 February 2015

PRESENT:

Councillor Croad, in the Chair.

Councillors Barker, Batters, Brown, Eddowes, Eginton, Excell, Penberthy, Rennie, Saltern, Sutton, Watson and Wright.

Independent Members: Ms Yvonne Atkinson and Ms Sarah Rapson.

Apologies for absence: Councillors Rule and Sanders.

Also in attendance: Sarah Hopkins, Community Safety and Partnerships Manager, Jo Heather, Democracy and Governance Officer, Cornwall Council, Pete Aley, Head of Neighbourhoods and Communities, Katey Johns, Democratic Support Officer, Andrew White, OPCC Chief Executive, Duncan Walton, OPCC Treasurer, Lady Jan Stanhope, OPCC Senior Advisor and Karen Mellodew, OPCC Performance and Customer Services Manager.

The meeting started at 10.30 am and finished at 2.40 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.

41. **Welcome and Vote of Thanks**

The Chair welcomed Councillors Derris Watson and Clive Eginton to their first meeting as members of the Panel and asked that a vote of thanks be recorded in respect of former Panel member, Councillor Sue James, in recognition of her previous commitment and contribution to the Panel's work.

42. **MINUTES**

Agreed the minutes of the meeting held on 19 December 2014, subject to the following amendment –

Minute 32, second bullet point to read ... “anyone living in south-east Cornwall ...” rather than Cornwall as a whole.

43. **DECLARATIONS OF INTEREST**

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

Name	Minute No.	Reason	Interest
Councillor Excell	43 – 52	Executive Lead for Torbay's Safer Communities Partnership and Vice-Chairman	Personal

44. **PUBLIC QUESTIONS**

There were no questions from members of the public.

45. **FINDINGS AND RECOMMENDATIONS FROM THE 'PROACTIVE SCRUTINY ITEM' ON "HOW IS THE POLICE AND CRIME COMMISSIONER STRENGTHENING RELATIONSHIPS AND SHOWING LEADERSHIP IN PARTNERSHIP WORKING?"**

Further to the scrutiny review undertaken at its meeting on 19 December 2014, the Community Safety and Partnerships Manager submitted a draft report setting out the Panel's findings and recommendations, along with the Police and Crime Commissioner's response.

The Police and Crime Commissioner's refusal to accept the Panel's recommendation in relation to funding for CCTV was noted with concern.

In the absence of any further observations or comments, the Panel agreed –

(1)	the report as a final version in respect of its findings and recommendations to the Police and Crime Commissioner;
(2)	to review the Police and Crime Commissioner's response and progress and consider items for inclusion in its work programme.

46. **CONSIDERATION OF THE POLICE AND CRIME COMMISSIONER'S PLANS FOR REFRESHING THE POLICE AND CRIME PLAN 2014-2017**

The Panel considered the Police and Crime Commissioner's plans for refreshing the Police and Crime Plan for 2015-16, as presented by the OPCC Chief Executive.

Members were informed that the Commissioner was currently seeking views from partners and the public on his proposals to make a number of adjustments to the Plan and that the consultation process would close on 16 February 2015. Attention was drawn to the report's highlights which included that –

- (a) the Commissioner intended to retain the six priority areas previously identified in his 2014–17 Plan, namely –
- cutting crime, keeping Devon and Cornwall safe
 - reducing the harm caused by alcohol related crime
 - efficiency and long-term financial security

- an improved criminal justice system
 - high quality, accessible help for victims of crime
 - greater public involvement in policing
- (b) in addition to the above, as a result of developments over the past 12 months, a number of areas of focus had emerged – four key ones being –
- child sexual exploitation
 - sexual offences
 - cybercrime
 - the strategic alliance with Dorset

In response to questions raised, Members heard further that –

- (c) with regard to data sharing, whilst working relations with partners were much better there was still work to be done, particularly in relation to the transfer of information between health and the Police – a pilot scheme which had been operating in Torbay had brought forward some excellent results;
- (d) domestic abuse was an important issue and something that the Police and Crime Commissioner took seriously. Although it was not one of the PCC's headline priorities, it was being taken forward in other areas of work such as safeguarding;
- (e) work was ongoing into resolving the problem of repeat offenders of domestic abuse and moving them away from persistent offending. A short report on progress with that would be provided to the Panel in due course but, in the meantime, a response would be made direct to Councillor Watson on her query regarding use of two different reporting systems;
- (f) with regard to the mistakes made at Rotherham, all partner agencies, as well as local authorities, had a responsibility to learn from what had happened and ensure that appropriate actions were taken;
- (g) the closure of Truro Police station had resulted in a substantial capital receipt. Staff were now located in a more appropriate building in Truro and feedback received to date had not indicated that the perception of police response or presence had been weakened;
- (h) there was little difference between the view of the PCC and local authorities on the value and role of CCTV. Whilst the PCC would continue to look at it and keep his mind open he would reiterate what had been said previously in that it was not solely his responsibility and therefore all Community Safety Partnerships should invest in it too. However, with £29m of savings to be identified from his budget, CCTV was not considered a priority;

- (i) the breathalyser pilot in Torbay had been very successful but it was acknowledged that Plymouth was a very different both in terms of geography and demographics. Any clubs not willing to engage in the scheme would become a magnet to those refused entry elsewhere and those would then become the target of police surveillance through covert operations;
- (j) there was evidence to demonstrate that alcohol was a significant contributory factor to violent crime - appearing to be as prevalent in domestic abuse as it was in incidents of violence outside of the home;
- (k) where funding had been provided by the OPCC to safeguarding boards across the force area there should be police representation. Any concerns over lack of engagement by the Police in multi-agency safeguarding work should be brought to the attention of the Chief Constable;
- (l) the neighbourhood definition is one of a more functional approach and within Devon and Cornwall Police there was currently a clear functional delineation between neighbourhood teams, crime investigation and response which operate as three separate units. The Chief Constable has asked for a review of this current arrangement to see whether such a clear delineation was required and, if so, where should neighbourhood policing sit if a more integrated policing approach was required. That report would be expected within the forthcoming months.

Agreed that -

(1)	the Devon and Cornwall Police and Crime Panel approve the Police and Crime Commissioner's plans for refreshing the Police and Crime Plan 2014-17, subject to the comments made above. These comments and any recommendations arising therefrom to be finalised by the Host Authority, in liaison with the Chair of the Police and Crime Panel, and sent to the Police and Crime Commissioner;
(2)	domestic abuse is given distinct and greater prominence and focus in the refresh of the Plan, given that it is one of the main priorities in the Peninsula Strategic Assessment;
(3)	the comments and recommendation outlined above are taken into account by the Police and Crime Commissioner before publication of the draft refresh of the plan by not later than 31 March 2015;
(4)	in future, the actual draft Plan is provided to the Panel, rather than a report of plans for refreshing it in order for the draft plan itself to be fully scrutinised in public.

47. **CONSIDERATION OF THE POLICE AND CRIME COMMISSIONER'S PROPOSED LEVEL OF PRECEPT FOR 2015/16**

Having regard to discussion undertaken on the previous item (minute 46), the Police and Crime Panel considered the Police and Crime Commissioner's proposal to increase the precept by 1.99% and the reasoning behind that proposal, as presented by the OPCC Chief Executive, OPCC Treasurer and Chief Constable. On behalf of the Police and Crime Commissioner, the Chief Executive offered his apologies for being unable to attend the meeting in person.

In addition to the report, Members received a presentation which set out –

- the PCC's main financial priorities over the next four years, against a gap in funding of £29m over four years, with £9.8m of that remaining, as yet, unidentified beyond 2016/17
- the forecast for Government departmental expenditure and unprotected departmental reductions
- the PCC's assumptions for price increases
- the PCC's budget requirements for 2015/16 to 2018/19
- details of the grant settlement for 2015/16 and how the gap would be funded
- savings achieved to date and forecasted savings, including risk
- a potential loss of 792 staff up to 2018/19
- the impact of the Council Tax freeze grant
- underlying financial risks
- details of the PCC's revenue reserves
- the case for a 1.99% increase for 2015/16 and what that would mean to the Council Tax payer –
 - 6.4 pence per week (at Band D) - £3.31 per annum
 - 5.6 pence per week (at Band C) - £2.93 per annum
- precept comparisons with other regional forces such as Avon and Somerset

In response to questions raised, Members were advised further that –

- (a) an amended presentation with detail of the percentage saving against each item would be circulated to members after the meeting and that, when providing details of proposed significant future savings reports would include what each saving represents in percentage terms of the overall budget line;
- (b) vehicle licensing enforcement was still a major part of the policing role however the abolition of the tax disc had resulted in no significant impact in terms of cost;
- (c) a referendum had been considered and hadn't been ruled out for a future year, however, it had not been though appropriate for this year given that there was a strong and stable budget for 2015/16;
- (d) £792,000 of staff savings had to be achieved, however, information on where exactly staff cuts would fall was not currently available;

- (e) £1.2m had been confirmed from Government for counter-terrorism measures and there was ongoing discussion between the south-west region and central office to identify where any cuts would fall. However, the Chief Constable was not willing to lose any of his current firearms sites;
- (f) with regard to the PCC's estate management, proposals were currently being considered around income generation and a number of sites had been identified as having potential. However, due to sensitive commercial and legal reasons, no further information could be provided at this time;
- (g) with staffing reductions being called upon year on year, outsourcing had been explored and now amounted to 15% of the budget. A contract had just been signed with BT for the OPCC's ICT provision;
- (h) it was the intention of the OPCC to report back to the Panel with a detailed, longer-term, strategy on how the policing landscape would look in four years' time and how savings will be realised.

Having considered the evidence presented by the Chief Executive Officer for the Police and Crime Commissioner, the Chief Constable and their support staff, the Police and Crime Panel –

(1)	<u>agreed</u> unanimously the proposal to increase the precept by 1.99% (15 members present out of 20).
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(The meeting adjourned for lunch at 1.15 pm and reconvened at 1.52 pm).

(Councillor Excell was absent from this point for the remainder of the meeting).

The Chair welcomed everyone back to the meeting and took the opportunity to ask that the Panel's disappointment at the non-attendance of the Police and Crime Commissioner be formally recorded. He then asked Sarah Hopkins, Community Safety and Partnerships Manager to read out some of the possible recommendations which had arisen from the morning's discussions.

Subject to refinement of the exact wording of the recommendations after the meeting, having been moved on block by Councillor Saltern and seconded by Councillor Wright, it was agreed to -

(2)	<p>recommended that the Police and Crime Commissioner -</p> <ul style="list-style-type: none"> ○ When providing details of proposed significant future savings, to include what each saving represents in percentage terms of the overall budget line. ○ Provide the Panel with a report which details options for giving primacy to non-staff savings as opposed to resorting to staff
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	<p>reductions.</p> <ul style="list-style-type: none"> ○ Undertake a review of procurement options to maximise on efficiencies and report back to the Panel upon completion. ○ With the Chief Constable, provide a report to the panel on the viability of introducing initiatives and options for the scrapping of untaxed/abandoned vehicles and the potential for income generation. ○ Provide a report to the Panel detailing options for maximising capital receipts, commercialisation and leasing options, joint initiatives with partners, as methods of income 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. ○ Provide the Panel with a detailed report clarifying where staff reductions will be made as a matter of priority. ○ Lobby the Home Office against making cuts to the grant provided to Devon and Cornwall Police of £1.2M for tackling terrorism and allied matters in the South West. ○ Provide the Panel with a report of initial details and proposals for income generation in the autumn 2015. ○ Report to the Panel a detailed longer-term strategy of how the policing landscape will look in four years' time and how savings will be realised. ○ Provide the Panel with a more detailed report to enable them to scrutinise 'earmarked' reserves. This detail should be routinely provided as part of budget/precept-setting reports.
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48. **POLICE AND CRIME COMMISSIONER'S PERFORMANCE REPORT**

Further to minute 37, the OPCC submitted an update on the performance measures set out in the Police and Crime Plan 2014-17 in a revised format. Highlights of the report included –

- (a) trends in sexual abuse continued to rise and a detailed understanding of what was driving this trend was needed before it could satisfactorily be assumed that this reflected an increased confidence to come forward among victims. In order to inform future debate on how much trends could be relied upon, the OPCC was engaging with third sector support agencies to seek their view on how effectively the police and their partners were supporting victims of sexual abuse;
- (b) a 'deep dive' exercise had been undertaken into domestic abuse and safeguarding, the results of which would shortly be placed on the PCC's website;
- (c) that within the 'areas for improvement' -
 - the long-term trend in victim-based crime continued to be down, particularly in regard to serious acquisitive crime and there was an emerging downward trend in shoplifting;

- Police officer establishment continued to meet the attainment required to maintain current good levels of performance, with officer numbers above 3,000;
- (d) that within the 'areas of significant challenge' violence without injury remained a particular challenge and the Chief Constable had been asked to report back with an action plan to the next Performance and Accountability Board.

Concern was raised over the 'red' rating given to the number of recorded hate crimes without having any further mention within the report. Whilst it was appreciated that there were differences across the force area, incidents of hate crime in Plymouth were rising and this ought to warrant a commentary or analysis.

Other comments/queries raised included –

- (e) whilst the revised format of the report was an improvement on previous submissions, it would be easier to understand if two additional columns were added to the table; one showing what the current measure was and the other showing the direction of travel;
- (f) that the bi-annual staff survey would capture whether staff were aware of how their performance on the street contributed to the PCC's strategic priorities.

The OPCC took on board the points raised and offered to revise the report further with a draft being put before the Chair for comment prior to submission to the next meeting.

Members noted the report.

49. **THE POLICE AND CRIME COMMISSIONER'S PROGRESS REPORT ON COMMISSIONING INTENTIONS/PROPOSALS FOR VICTIMS SERVICES**

The OPCC Chief Executive reported that, as the Panel had received a report on the overall commissioning intentions document at the December meeting, he would focus his verbal update on Victim Services. Members were advised that –

- (a) in November 2013 the OPCC undertook a comprehensive needs assessment of victims in order to obtain a clearer picture of their needs and requirements;
- (b) as a result of that piece of work, a network of 57 service providers had now been established, comprising Victim Support and two consortiums which had links to a further set of charitable organisation, all of whom will provide support to victims;
- (c) a new victim care unit would be created comprising 10 full-time staff, victim care advocates as well as a number of specialists in services such as

mental health. From 1 April 2015 the unit would be open 365 days a year and operating an extended telephone service;

- (d) a needs assessment would be undertaken on every victim of crime and that information would be passed through to the victim care unit. It was anticipated that of the 80,000 victims in the force area each year the victim needs assessment would generate additional activity on approximately one third of those;
- (e) a process for dealing with victims of business-related crime was also being developed;
- (f) a further element of this work was that the victim care unit would also manage the process of direct liaison with restorative justice and the OPCC was confident that they would see an improvement in how that was managed as a result;
- (g) Devon and Cornwall Police had been fully engaged in the process and had undertaken an enormous amount of training to bring everyone up to date with the changes and tribute was paid to the Chief Constable for his support in the matter;
- (h) the service would be run at a cost of just under £2m, the majority of funding for which had come from central government;
- (i) a further, more detailed, report would be brought back to the Panel later in the year.

In the absence of any questions or comments being made in respect of this item, the verbal update was noted.

(Councillor Brown was absent for this item and for the remainder of the meeting).

50. **POLICE AND CRIME PANEL WORK PLAN FOR 2015/16**

The Chair suggested that members give consideration to one item of 'reactive' and one item of 'proactive' scrutiny for inclusion in the Panel's Work Plan for 2015/16. In the meantime, it was suggested that, in response to concerns raised at the last meeting, a 'reactive' scrutiny into establishing whether the drop-off in neighbourhood watch in Plymouth was reflected across Devon and Cornwall was undertaken at the next meeting in April.

Agreed –

(1)		the updated and proposed work plan;
(2)		that the Panel's next 'reactive' scrutiny topic is into the decline in neighbourhood watch and that this is scheduled for consideration at the next meeting in April 2015.

51. **HOME OFFICE GRANT FOR ADMINISTRATION OF POLICE AND CRIME PANELS**

The Chair invited Pete Aley, Head of Neighbourhoods and Communities, to provide an update in respect of the Home Office grant for administration of Police and Crime Panels. Members were advised that funding for 2015/16 had been confirmed, however, information on the amount of funding was still to be released.

The Chair took the opportunity to thank Sarah Hopkins, Community Safety and Partnerships Manager, for her support to the Panel and the way meetings were organised and conducted.

Members noted the verbal update.

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

The OPCC Chief Executive submitted the update report. As it had only been six weeks since the last update had been presented to the Panel no additional commentary was provided.

With regard to the Police and Crime Commissioner's Public Engagement programme, it was –

- (a) highlighted by Councillor Wright that Mr Hogg had attended two events which were not listed, namely the East Devon Crime Scrutiny Panel and a meeting with Exmouth Town Council at which he had been very well received;
- (b) reported that Mr Hogg would be able to attend the Bodmin Community Network Meeting on 9 February 2015;
- (c) requested that –
 - a link to the new OPCC website be circulated to the Panel to enable them to make comment on its development;
 - the Panel have sight of the Joint Strategic Delivery Board action plans.

The update report was noted.

53. **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 27 November 2014 and 20 January 2015. This complaint had been referred to the Chair of the Police and Crime Panel, Councillor Croad, and was currently awaiting comment.

54. **FUTURE MEETING DATES**

It was noted that the next meeting would take place on 10 April 2015, with the meeting scheduled for 20 February no longer being required. The Democratic Support Officer to canvas members for dates for the 2015/16 municipal year.

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DEVON AND CORNWALL POLICE AND CRIME PANEL

Subject: Review and Recommendations in respect of the Police and Crime Commissioner's Budget and Proposed Level of Precept 2015/16.

Date: 3 July 2015

Author: Sarah Hopkins, Community Safety & Partnerships Manager

Host authority: Plymouth City Council

Contact details: Tel: (01752) 305542 Email: sarah.hopkins@plymouth.gov.uk

Executive Summary:

The Police and Crime Panel (PCP) is responsible for scrutinising and supporting the actions and decisions of the Police and Crime Commissioner (PCC) and also has a role in supporting the PCC in the effective exercise of his function, acting as a critical friend.

The Police and Crime Panels (Precept and Chief Constable Appointments) Regulations 2012¹ came into force on 22nd November 2012 and made provision for the scrutiny, by Police and Crime Panels (PCP), of proposals from Police and Crime Commissioners (PCC) as to the issuing of a precept.

At the PCP meeting of 6 February 2015 representatives of the PCC presented the budget and Medium-Term Financial Strategy 2015/16–2018/19 along with the PCC's proposal for the level of precept for 2015/16 of 1.99%. The PCP considered this in line with the PCC's plans for the draft refresh of the Police and Crime Plan. After consideration of the evidence and the reasoning behind that proposal, the PCP agreed unanimously (15 members present out of 20) to support an increase of the precept by 1.99% with the following recommendations:

- When providing details of proposed significant future savings, to include what each saving represents in percentage terms of the overall budget line.
- Provide the Panel with a report which details options for giving primacy to non-staff savings as opposed to resorting to staff reductions.
- Undertake a review of procurement options to maximise on efficiencies and report back to the Panel upon completion.
- With the Chief Constable, provide a report to the panel on the viability of introducing initiatives and options for the scrapping of untaxed/abandoned vehicles and the potential for income generation.
- Provide a report to the Panel detailing options for maximising capital receipts, commercialisation and leasing options, joint initiatives with partners, as methods of income 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.
- Provide the Panel with a detailed report clarifying where staff reductions will be made as a matter of priority.
- Lobby the Home Office against making cuts to the grant provided to Devon and Cornwall Police of £1.2M for tackling terrorism and allied matters in the South West.

¹ <http://www.legislation.gov.uk/ukxi/2012/2271/made>

- Provide the Panel with a report of initial details and proposals for income generation in the Autumn 2015.
- Report to the Panel a detailed longer-term strategy of how the policing landscape will look in four years' time and how savings will be realised.
- Provide the Panel with a more detailed report to enable them to scrutinise 'earmarked' reserves. This detail should be routinely provided as part of budget/precept-setting reports.

Immediately following the PCP meeting, the Host Authority drafted, in liaison with the Chair of the PCP, a report and recommendations on behalf of the PCP (**Appendix 1**) incorporating the above comments and recommendations of the PCP meeting. This was emailed to the PCC and OPCC on 6 February 2015 in order that the PCP complied with its statutory requirement to review and make a report to the PCC on the proposed level of Precept by not later than this date.

The PCC has responded in writing to the PCP's report and his response, dated 17 February 2015, is attached (**Appendix 2**).

To assist the PCP, the Host Authority has provided an update (**Appendix 3**) on the PCC's progress in addressing the PCP's comments and, informed by the PCC's written response.

The PCP is asked to formally review and agree its report to the PCC and consider the PCC's response. The PCC will be given an opportunity to verbally comment on, and respond to, the report at this meeting.

Recommendations & Reasons for recommended action:

It is recommended that the PCP:

- Reviews and agrees the draft report to the PCC as a final version in respect of its comments and recommendations to the PCC (**Appendix 1**),
- Reviews the PCC's response to, the draft final report (**Appendix 2**) and progress made in addressing the recommendations (**Appendix 3**),
- Agrees to the suggestions for items for inclusion in the PCP work programme.

The above reflects the PCP role to effectively and robustly scrutinise the PCC's budget and precept in an open and transparent manner and ensure that issues of mutual concern or interest can be shared in a way that is both constructive and supportive.

Alternative options considered, and reasons for recommended action:

The alternative option would be for the PCP not to review, make a report and any recommendations regarding the PCC's budget and proposed level of precept, and therefore the PCP will not have complied with its statutory functions as stated in the Police Reform and Social Responsibility Act 2011.

Background Papers: None.

**DEVON AND CORNWALL POLICE AND CRIME PANEL
FRIDAY 6 FEBRUARY 2015**

To: The Police and Crime Commissioner of Devon, Cornwall and the Isles of Scilly

Dated: 6 February 2015

**REPORT OF THE DEVON AND CORNWALL POLICE AND CRIME
PANEL**

I. Purpose of Report

The purpose of this report is to set out the Devon and Cornwall Police and Crime Panel's formal response to two items considered at its meeting held on 6 February 2015:

(a) The Police and Crime Commissioner's plans for refreshing the Police and Crime Plan 2014-2017 as provided and presented to the Devon and Cornwall Police and Crime Panel on 6 February 2015; and

(b) The 2015/16 Precept Notification including the following additional information provided to the Police and Crime Panel by the Police and Crime Commissioner:

- The proposed level of precept – an increase of 1.99%
- The Budget, and Medium-Term Financial Strategy 2015/16-2018/19.

2. The Police and Crime Commissioner's plans for refreshing (variation) of the Police and Crime Plan 2014-2017

The Panel considered the Police and Crime Commissioner's plans for refreshing the Police and Crime Plan 2014-17.

Agreed that:

- (i) Devon and Cornwall Police and Crime Panel approve the Police and Crime Commissioner's plans for refreshing the Police and Crime Plan 2014-17 subject to the comments made to the Police and Crime Commissioner's representatives by members of the Panel and recorded on the 'webcast' (and also in the minutes – see below for link). These comments will be finalised by the Host Authority in liaison with the Chair of the Police and Crime Panel and sent to the Police and Crime Commissioner. Legislation requires that the Police and Crime Commissioner must have due regard to any comments and recommendations when finalising the refresh of the Plan; and

- (ii) The Police and Crime Commissioner submits a final copy of the plan to members of the Police and Crime Panel prior to its publication.

The Panel made the following additional specific recommendations:

- (i) That domestic abuse is given distinct and greater prominence and focus in the refresh of the Plan, given that it is one of the main priorities in the Peninsula Strategic Assessment, and
- (ii) That in future, the actual draft Plan is provided to the Panel, rather than a report of plans for refreshing it in order for the draft plan itself to be fully scrutinised in public.

3. 2015/16 Precept Notification

The Police and Crime Panel considered the Police and Crime Commissioner's proposal to increase the precept by 1.99% and the reasoning behind that proposal.

Having considered the evidence presented by the Chief Executive Officer for the Police and Crime Commissioner, the Chief Constable and their support staff, the Police and Crime Panel:

- Agreed unanimously the proposal to increase the precept by 1.99% (15 members present out of 20)
- Recommended that the Police and Crime Commissioner:
 - When providing details of proposed significant future savings, to include what each saving represents in percentage terms of the overall budget line.
 - Provide the Panel with a report which details options for giving primacy to non-staff savings as opposed to resorting to staff reductions.
 - Undertake a review of procurement options to maximise on efficiencies and report back to the Panel upon completion.
 - With the Chief Constable, provide a report to the panel on the viability of introducing initiatives and options for the scrapping of untaxed/abandoned vehicles and the potential for income generation.
 - Provide a report to the Panel detailing options for maximising capital receipts, commercialisation and leasing options, joint initiatives with partners, as methods of income 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.
 - Provide the Panel with a detailed report clarifying where staff reductions will be made as a matter of priority.
 - Lobby the Home Office against making cuts to the grant provided to Devon and Cornwall Police of £1.2M for tackling terrorism and allied matters in the South West.

- Provide the Panel with a report of initial details and proposals for income generation in the autumn 2015.
- Report to the Panel a detailed longer-term strategy of how the policing landscape will look in four years' time and how savings will be realised.
- Provide the Panel with a more detailed report to enable them to scrutinise 'earmarked' reserves. This detail should be routinely provided as part of budget/precept-setting reports.

4. Publication

In accordance with statutory provisions the report should be considered in conjunction with the minutes of the meeting which will available shortly via the following link:
<http://www.plymouth.gov.uk/modgov?modgovlink=http%3A%2F%2Fwww.plymouth.gov.uk%2FmgInternet%2FieListMeetings.aspx%3FCId%3DI05I%26amp%3BYear%3D0>



Councillor Roger Croad
Chair
Devon and Cornwall Police and Crime Panel

If you have any queries regarding the contents of this report, please contact Sarah Hopkins, Community Safety and Partnerships Manager, Plymouth City Council on:

Email: sarah.hopkins@plymouth.gov.uk

Tel: 01752 305542

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Police and Crime Commissioner for Devon and Cornwall

Our ref: PCC_PCP_COR-de_150217

17 February 2015

To: Devon and Cornwall Police and Crime Panel

POLICE AND CRIME COMMISSIONER'S RESPONSE TO REPORT OF THE DEVON AND CORNWALL POLICE AND CRIME PANEL 6 FEBRUARY 2015

Thank you for your report following the Police and Crime Panel meeting on 6 February 2015. At that meeting my Chief Executive Officer presented my proposed precept for 2015/16 and my plans for refreshing the Police and Crime Plan. I am delighted that the proposed precept was supported unanimously by the panel in my absence.

I have read through the Panel's formal report in relation to the matters discussed at the meeting and, as required in statute, I hereby respond to those reports and the Panel's recommendations.

I have set out below my responses and intend to publish these on the OPCC website in due course.

The Police and Crime Commissioner's plans for refreshing the Police and Crime Plan 2014/17

Police and Crime Commissioner's response

- (i) I will have regard to the comments made by the Police and Crime Panel prior to issuing the final Plan. I will of course submit a final copy of the Police and Crime Plan to the Police and Crime Panel prior to its publication.
- (ii) With regard to the additional points which the Panel raised I am able to assure the Panel that it is my intention to include a clearer focus on domestic abuse in the final version of my Plan.
- (iii) I understand why the panel wishes to have a full draft of my Police and Crime Plan to the Panel at its annual January/February meeting but I am still concluding my wider consultation at that time and considering the findings of the Peninsula Strategic Assessment so this will not be possible.

2015/16 Precept Notification

I am pleased that the Police and Crime Panel agreed to support my proposal unanimously to increase the precept by 1.99%. This was not a request that I made lightly but on the firm belief that this additional investment is necessary to protect our policing service.

Police and Crime Commissioner's response

The Police and Crime Panel made a number of recommendations relating to the precept setting process and the associated reports. My response to each recommendation is provided below:

- ***When providing details of proposed significant future savings, to include what each saving represents in percentage terms of the overall budget line.***

My Chief Executive Officer agreed at the meeting to provide this additional information and it will be forwarded to the Chair of the Panel before the end of March 2015.

- ***Provide the Panel with a report which details options for giving primacy to non-staff savings as opposed to resorting to staff reductions.***

Devon and Cornwall Police have received reduced levels of funding for several years. Throughout this period we have focused as far as possible on non-staff savings. Given that 80% of our total costs relate to staffing it is inevitable that to meet the magnitude of savings that are required over the next four years we will see a reduction in headcount. In all areas of business we will look carefully at the options available for delivering savings and it is my intention, in consultation with the Chief Constable, to ensure that staff reductions are avoided wherever possible. The options will be considered through detailed business cases as we explore opportunities for savings – not through a common formula.

- ***Undertake a review of procurement options to maximise on efficiencies and report back to the Panel upon completion.***

At the last meeting my Chief Executive Officer and Chief Finance Officer assured the Panel that achieving the highest level of efficiency in each procurement exercise continues to be a priority for me and the Chief Constable. I wholly support the statement that was made on my behalf. Devon and Cornwall are the lead force for the South West Procurement Department which acts on behalf of Devon and Cornwall, Dorset, Gloucestershire and Wiltshire. This collaborative approach has achieved significant savings and I would be pleased to provide further details in my update report to the next meeting of the Panel.

- ***With the Chief Constable, provide a report to the panel on the viability of introducing initiatives and options for the scrapping of untaxed/abandoned vehicles and the potential for income generation.***

I have spoken with the Chief Constable and he has undertaken to prepare a report for me in respect of the recovery and scrapping of untaxed/uninsured/abandoned vehicles. This is an area which relates to other areas of public service as well as policing. The report will include where there

has been or are opportunities for cost recovery and potentially income generation.”

- ***Provide a report to the Panel detailing options for maximising capital receipts, commercialisation and leasing options, joint initiatives with partners, as methods of income generation and maximising return on estates in revenue terms that will minimise reliance on the use of reserves and an increase in police precept in the future.***

I am currently awaiting final legal advice on how we can take advantage of commercialisation opportunities, including ongoing income generation. This new area of activity for us has been made possible through changes introduced under the Localism Act and would be in addition to our current efforts to maximise capital receipts. The Panel has included an item on Innovative Income Generation in its work programme for the June/July meeting and I would welcome the opportunity to provide an update at that time.

- ***Provide the Panel with a detailed report clarifying where staff reductions will be made as a matter of priority.***

I appreciate the Panel’s desire to understand in greater detail how the footprint of the police family may alter as a result of action that needs to be taken to address the significant challenges we face. As you will be aware from the detailed discussions that took place at the Panel meeting last week there is a considerable amount of work that needs to take place in the coming year to identify what changes we may need to make and what impact they may have on staffing. Even in areas like the Strategic Alliance where an overall headcount figure has been identified as part of budgeting processes we are still at a relatively early stage in developing and considering business cases. As such I am not able at this stage to provide such a report. As work in this area becomes clearer I will of course share developments with the Panel.

- ***Report to the Panel a detailed longer-term strategy of how the policing landscape will look in four years’ time and how savings will be realised.***

I am working closely with the Chief Constable to develop our view of the shape of policing in Devon and Cornwall in the future. Whilst there is a need to achieve considerable savings over the next four years, it is also important that we consider how the expectations that the public have of the police service can be delivered in the most efficient way possible. This will involve transformational work on how policing is delivered. Staff reductions will inevitably be an element in this, given that staff costs equate to over 80% of our total budget and given the strong emphasis placed on non staff reductions over the past 5 years. An item on “Transformation” of policing has been included in the work programme of the Panel for the autumn meeting and I believe that this will provide an excellent opportunity to share the findings of our work with the Panel.

- ***Lobby the Home Office against making cuts to the grant provided to Devon and Cornwall Police of £1.2M for tackling terrorism and allied matters in the South West.***

It is expected that after the General election in May the review of police funding formulas will be a priority for the new administration. Police and Crime Commissioner's Treasurers have already prepared a technical submission to the Home Office for addressing inequalities in the existing system to which D&C have made an input. The general funding settlement has also been raised with South West MPs and the reduction in counter terrorism and capital grant will feature on future MP liaison agendas

- ***Provide the Panel with a report of initial details and proposals for income generation in the autumn 2015.***

The Panel has included an item on income generation in the work programme for 2015 and I will be happy to provide an update to the relevant meeting.

- ***Provide the Panel with a more detailed report to enable them to scrutinise 'earmarked' reserves. This detail should be routinely provided as part of budget/precept-setting reports.***

As part of the 2016/17 Precept submission to the panel an additional appendix will be included showing the purpose of earmarked reserves, the forecast risks they are expected to cover and plans for their use over the four year period of the MTFS.

Publication

In accordance with my statutory obligations, I will be publishing this response on the OPCC website in due course.



Tony Hogg
Police and Crime Commissioner

ADDRESSING OF PCP'S RECOMMENDATIONS BY PCC'S WRITTEN RESPONSE IN RESPECT OF THE BUDGET AND PROPOSED LEVEL OF PRECEPT 2015/16

- When providing details of proposed significant future savings, to include what each saving represents in percentage terms of the overall budget line.
THIS HAS BEEN COVERED IN THE PCC'S RESPONSE/INFORMATION TO BE PROVIDED TO THE CHAIR BEFORE END OF MARCH 2015 AND REVIEW AT APRIL 2015 MEETING.
- Provide the Panel with a report which details options for giving primacy to non-staff savings as opposed to resorting to staff reductions.
THIS HAS BEEN COVERED IN THE PCC'S RESPONSE AND TO BE INCLUDED AS PART OF AN ALREADY SCHEDULED WORK PLAN ITEM ON 'TRANSFORMATION' IN AUTUMN 2015.
- Undertake a review of procurement options to maximise on efficiencies and report back to the Panel upon completion.
THIS HAS BEEN COVERED IN THE PCC'S RESPONSE AND NEEDS TO BE ADDED TO THE WORK PLAN FOR APRIL 2015 MEETING.
- With the Chief Constable, provide a report to the panel on the viability of introducing initiatives and options for the scrapping of untaxed/abandoned vehicles and the potential for income generation.
THIS HAS BEEN COVERED IN THE PCC'S RESPONSE/NEEDS TO BE ADDED TO THE WORK PLAN FOR DECEMBER 2015 MEETING
- Provide a report to the Panel detailing options for maximising capital receipts, commercialisation and leasing options, joint initiatives with partners, as methods of income 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.
THIS HAS BEEN COVERED IN THE PCC'S RESPONSE AND NEEDS TO BE ADDED TO THE WORK PLAN IN THE SUMMER 2015.
- Provide the Panel with a detailed report clarifying where staff reductions will be made as a matter of priority.
THIS HAS BEEN COVERED IN PCC'S RESPONSE AND IS TO BE INCLUDED AS PART OF AN ALREADY SCHEDULED WORK PLAN ITEM ON 'TRANSFORMATION' IN AUTUMN 2015. HOWEVER, THE PCC HAS ADVISED THAT AT THIS STAGE, HE IS UNABLE TO PRODUCE SUCH A REPORT.
- Lobby the Home Office against making cuts to the grant provided to Devon and Cornwall Police of £1.2M for tackling terrorism and allied matters in the South West.
THIS HAS BEEN COVERED IN THE PCC'S RESPONSE, BUT THE RESPONSE STOPS SHORT OF A CLEAR COMMITMENT TO LOBBY.
- Provide the Panel with a report of initial details and proposals for income generation in the autumn 2015.
THIS HAS BEEN COVERED IN THE PCC'S RESPONSE AND IS TO BE INCLUDED AS PART OF AN ALREADY SCHEDULED WORK PLAN ITEM ON 'TRANSFORMATION' IN AUTUMN 2015.
- Report to the Panel a detailed longer-term strategy of how the policing landscape will look in four years' time and how savings will be realised.
THIS HAS BEEN COVERED IN PCC'S RESPONSE AND IS TO BE INCLUDED AS PART OF AN ALREADY SCHEDULED WORK PLAN ITEM ON 'TRANSFORMATION' IN AUTUMN 2015.

- Provide the Panel with a more detailed report to enable them to scrutinise 'earmarked' reserves. This detail should be routinely provided as part of budget/precept-setting reports.
THIS HAS BEEN COVERED IN PCC'S RESPONSE AND IS TO BE INCLUDED IN THE PRECEPT SUBMISSION IN FEBRUARY 2016.

DEVON AND CORNWALL POLICE AND CRIME PANEL

Subject: Review and Recommendations in respect of the Police and Crime Commissioner's Plans for Refreshing the Police and Crime Plan

Date: 3 July 2015

Author: Sarah Hopkins, Community Safety & Partnerships Manager

Host authority: Plymouth City Council

Contact details: Tel: (01752) 305542 Email: sarah.hopkins@plymouth.gov.uk

Executive Summary:

The Police and Crime Panel (PCP) is responsible for scrutinising and supporting the actions and decisions of the Police and Crime Commissioner (PCC) and also has a role in supporting the PCC in the effective exercise of his function, acting as a critical friend.

Section 5(1) of the Police Reform and Social Responsibility Act 2011¹ requires that the Police and Crime Commissioner (PCC) must issue a Police and Crime Plan within the financial year in which each ordinary election is held or as soon as practical after taking up office. The Police and Crime Plan is both a core planning tool for the PCC and an important mechanism for communicating his intentions to the public, police, partners, the Police and Crime Panel (PCP) and other stakeholders.

In accordance with the legislation, before issuing or varying a Police and Crime Plan, the PCC must:

- a) prepare a draft of the plan of variation,
- b) consult the Chief Constable in preparing the draft plan or any variation,
- c) send the draft plan or any variation to the PCP,
- d) have regard to any report or recommendation made by the PCP in relation to the draft plan or any variation,
- e) give the PCP a response to their report and any recommendations, and publish the response.
- f) have regard to the strategic policing requirement issued by the Secretary of State under section 37A of the Police Act 1996.

At the PCP meeting on 6 February 2015, representatives of the PCC presented the PCC's plans for refreshing the Police and Crime Plan 2014-17 and the PCP made a number of comments.

Following the PCP meeting the Host Authority drafted, in liaison with the Chair of the PCP, a report incorporating the comments made at the meeting and making recommendations on behalf of the PCP which was sent to the PCC on 10 February 2015. (**Appendix 1**).

A copy of a letter from the PCC to the Chair of the PCP dated 15 May 2015 is attached as **Appendix 2** along with a copy of the accompanying final refresh of the Police and Crime Plan 2015 which is attached as **Appendix 3**.

¹ <http://www.legislation.gov.uk/ukpga/2011/13/contents/enacted>

To assist the PCP, the Host Authority has provided an update (**Appendix 4**) on the PCC's progress in addressing the PCP's comments and recommendations, which has also been informed by a further detailed response from the PCC emailed to the Host Authority on 16 June 2015. Additionally the Host Authority has determined whether, in its view, due regard has been given to the comments and recommendations made by the PCP, and whether these have, or have not, been incorporated in the final refresh of the Police and Crime Plan.

The PCP is asked to formally review and agree its report to the PCC and consider the PCC's response and the final draft refresh of the Police and Crime Plan. The PCC will be given an opportunity to verbally comment on, and respond to, the report at this meeting.

Recommendations & Reasons for recommended action:

It is recommended that the PCP:

- Reviews and agrees the draft report to the PCC as a final version in respect of its comments and recommendations to the PCC (**Appendix 1**),
- Reviews the PCC's response to, the draft final report (**Appendix 2**), in conjunction with the final refresh of the Police and Crime Plan (**Appendix 3**), and progress made in addressing the recommendations (**Appendix 4**),
- Determines whether it is satisfied that due regard has been given to the comments and recommendations made by the PCP, and whether these have been incorporated in the final refresh of the Police and Crime Plan, and
- Agrees to the suggestions for items for inclusion in the PCP work programme.

The above reflects the PCP role to effectively and robustly scrutinise any variation of the PCC's Police and Crime Plan in an open and transparent manner and ensure that issues of mutual concern or interest can be shared in a way that is both constructive and supportive.

Alternative options considered, and reasons for recommended action:

The alternative option would be for the PCP not to review, make a report and any comments and recommendations regarding the PCC's plans for refreshing (variation) the Police and Crime Plan, which would mean that the PCP would not have complied with its statutory functions as stated in the Police Reform and Social Responsibility Act 2011.

Background Papers: None.



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Plymouth PL1 2AA

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My Ref RC/SHIP&CP 6.2.15

Mr Tony Hogg
Police and Crime Commissioner for Devon,
Cornwall and the Isles of Scilly
Endeavour House,
Pynes Hill,
Exeter EX2 5WH

Please ask for: Sarah Hopkins

10 February 2015

Dear Police and Crime Commissioner,

SCRUTINY BY DEVON AND CORNWALL POLICE AND CRIME PANEL IN RESPECT OF YOUR PLANS TO REFRESH THE POLICE AND CRIME PLAN 2014-17.

I would like to thank your colleagues, on behalf of the Devon and Cornwall Police and Crime Panel (PCP), for attending the Devon and Cornwall Police and Crime Panel meeting on 6 February 2015 in respect of the above. I hope your colleagues felt the PCP provided them with the right balance of both support and challenge and a positive and useful exercise, which has since been fed back to you.

I am pleased to provide you with the PCP's draft report of comments made at the meeting, and recommendations formulated from these after the meeting, in consultation with the Chair of the PCP, for your consideration.

The report will be formally reviewed and agreed by the PCP at its meeting on 10 April 2015 and, following the meeting (and in accordance with Section 28 (7) of the Police Reform and Social Responsibility Act 2011) it will be published on the Host authority's website and on the PCP website. At that meeting, you will be given an opportunity to verbally comment on and respond to the report. If, however, you also wish to provide a written response prior to the meeting, this response, along with the final draft of your refreshed Police and Crime Plan, will need to be forwarded to Sarah Hopkins by not later than Friday 27 March 2015 which will be included as appendices to the report and reviewed accordingly by the PCP.

I would like to remind you of your offer, which the PCP accepted, to keep the PCP informed, via myself as Chair, throughout the consultation process of the finalising of the refresh of the Police and Crime Plan (between now and the end of March 2015) of the progress being made with the option to comment on any significant changes.

Yours sincerely

A handwritten signature in black ink, appearing to read 'R. Croad', with a horizontal line underneath.

Councillor Roger Croad
Chair, Devon and Cornwall Police & Crime Panel

Cc: Andrew White, Chief Executive & Monitoring Officer

(Plymouth City Council is the host authority for Devon & Cornwall Police & Crime Panel and views expressed by the Panel are not necessarily those of the Authority.)

SCRUTINY BY DEVON AND CORNWALL POLICE AND CRIME PANEL IN RESPECT OF YOUR PLANS TO REFRESH THE POLICE AND CRIME PLAN 2014-17.

Introduction

The Police Reform and Social Responsibility Act 2011 Section 28 (6) states that the PCP must “review and scrutinise decisions made or other action taken by the PCC in connection with the discharge of their functions.” The PCP also recognises the importance of supporting the PCC in the effective exercise of his functions.

Section 5(1) of the Police Reform and Social Responsibility Act 2011¹ requires that the Police and Crime Commissioner (PCC) must issue a Police and Crime Plan within the financial year in which each ordinary election is held or as soon as practical after taking up office. The Police and Crime Plan is both a core planning tool for the PCC and an important mechanism for communicating his intentions to the public, police, partners, the Police and Crime Panel (PCP) and other stakeholders.

In accordance with the legislation, before issuing or varying a Police and Crime Plan, the PCC must:

- a) prepare a draft of the plan of variation,
- b) consult the Chief Constable in preparing the draft plan or any variation,
- c) send the draft plan or any variation to the PCP,
- d) have regard to any report or recommendation made by the PCP in relation to the draft plan or any variation,
- e) give the PCP a response to their report and any recommendations, and publish the response.
- f) must have regard to the strategic policing requirement issued by the Secretary of State under section 37A of the Police Act 1996.

The PCP, at its meeting on 6 February 2015, reviewed the PCC’s plans for refreshing the Police and Crime Plan 2014-17 and made a number of comments² at the meeting which, in liaison with the Chair of the PCP following the meeting, have been combined to formulate the following recommendations:

The Comments/Recommendations:

- Give domestic abuse more distinct priority and prominence in the refresh of the Police and Crime Plan.
- Provide an update on the findings of the work being explored with Exeter in respect of improved data exchange between Police and Health re DA/DV.
- Provide a brief report to the Panel in respect of what has been done to address the current issues of tracking of repeat offenders of DA, hindered, apparently, due to two different reporting systems.
- That, at the top of page 3, fourth line down (para re Child Sexual Exploitation) of the PCC’s report “Refreshing the Police and Crime Plan for 2015/16” it states “*The PCC is **looking** to all public sector leaders to take responsibility in these areas and to drive progress.*” This terminology is to be amended and strengthened in the Plan.
- Be clear in the final draft of the Plan precisely what changes to be made to priorities 1, 2, 4, 5, and 6 where emphasis and more resources are to be devoted.
- Report back on the impact specifically of closure of Truro Police station in financial and efficiency terms.
- Reconsider the investment the PCC can make in respect of CCTV provision.
- Make Plan more ‘user friendly’ – less jargon, plain English and acronyms fully explained.
- Ensure ‘statements’ are supported with evidence and/or further commentary.

¹ <http://www.legislation.gov.uk/ukpga/2011/13/contents/enacted>

² Checked against the archived webcast of the PCP 6.2.2015

- In light of, for example, recent OFSTED feedback (Plymouth) and other concerns raised about Police presence, identify where Police are not currently engaged in safeguarding meetings, ensure there is stronger and longer-term support, commitment and more consistent policing presence as well as maintaining other resource in respect of; CSE/children's safeguarding boards/Multi-Agency Safeguarding Hubs (MASH)/Case Management meetings - and reference this in the Plan and PCC to make clear to the Chief Constable.
- Make a clearer commitment to 'hidden crimes' including hate crime and crime committed in respect of 'protected characteristics' and how the police will deliver equality and diversity in light of disbanding Equality & Diversity Teams.
- Make reference to the new 'Prevent Duty' and how the PCC and Police are expected to respond.
- In light of HMIC's concerns re the 'erosion of neighbourhood policing' - provide the Panel with the report the PCC has requested from the Chief Constable that defines neighbourhood policing in terms of function and resourcing that aims to better protect this foundation service to the public and source of intelligence.
- PCC to consider reflecting in the budget to CSPs funding for actively seeking views of communities and not just reacting to them along with a commitment to CSPs for administration in order to deliver against priorities in the Plan.
- Provide a report, as soon as possible to the Panel, on the transformation and efficiencies to be achieved from the Strategic Alliance with Dorset.
- Keep the PCP informed throughout the consultation process of the finalising of the refresh of the Police and Crime Plan (between now and the end of March 2015) of the progress being made and the option to comment on any significant changes via the Chair/Vice Chair of the Panel.

Members present: Cllrs Croad (Chair), Barker, Batters, Brown, Eddowes, Eginton, Excell, Penberthy, Rennie, Saltern, Sutton, Watson and White.

Independent Members: Yvonne Atkinson (Devon) and Sarah Rapson (Cornwall and Isles of Scilly).

Apologies for absence: Tony Hogg, Police & Crime Commissioner, Councillors James, Rule (Vice Chair), and Sanders.

Also in attendance:

- Sarah Hopkins, Community Safety & Partnerships Manager,
- Jo Heather, Democracy and Governance Officer, Cornwall Council
- Pete Aley, Head of Communities & Neighbourhoods, Plymouth City Council,
- Andrew White, OPCC Chief Executive,
- Lady Jan Stanhope, Senior Advisor to the PCC,
- Dr Karen Mellowdew, Performance & Customer Services Manager (OPCC),
- Duncan Walton, Treasurer, OPCC
- Katey Johns, Democratic Support Officer

Final comments:

Section 28(7) of the Police Reform and Social Responsibility Act 2011 states that the PCP must publish any reports or recommendations. This report will be:

- Circulated to the Chair/Vice Chair of the PCP for initial comment and then submitted in draft form to the PCC for consideration.
- And will then be formally reviewed and agreed by the PCP at its meeting on 10 April 2015. Following the meeting it will be published on the Host Authority's website and the Police and Crime Panel website.

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TH/nl

15 May 2015

Cllr Roger Croad
Chair, Devon and Cornwall Police and Crime Panel
c/o Plymouth City Council
Civic Centre
Plymouth
PL1 2AA

Roger.croad@devon.gov.uk

Dear Roger

You will be aware that over recent months I have been reviewing the Police and Crime Plan to ensure it remains appropriate for the policing and community safety matters affecting Devon, Cornwall and the Isles of Scilly.

The Police and Crime Panel have been kept updated on this work and I am grateful for the Panel's comments on my proposals which have been taken into consideration as part of the review process. For completeness, I enclose a copy of my letter of 17 February 2015 responding to the Panel's recommendations.

Following final discussions with the Chief Constable, and now that the General Election is over, I write to inform you that it is my intention to publish the Police and Crime Plan in the next day or so – *copy enclosed*.

This review process had regard to the findings from the many engagement events and consultation exercises conducted by the OPCC this year. These include valuable observations from community groups, Town, Parish, District and Unitary Councils and supplemented by a short period of public consultation. This includes observations of Devon and Cornwall Police by Her Majesty's Inspectorate of Constabulary (HMIC) and recommendations made by the Police and Crime Plan during the year.

As a result of the review, and following consultation with the Chief Constable, I can confirm my earlier view that the six ambitious priorities established last year should continue for the year ahead - subject to a number of minor adjustments. These modifications do not materially adjust the direction set out in the Plan but sharpen some areas of text for clarity and emphasise a few specific areas by granting them greater prominence.

POLICE AND CRIME PLAN PRIORITIES 2014/2017 (2015 refresh)

1. **Cutting crime, keeping Devon and Cornwall safe;**
2. **Reducing the harm caused by alcohol related crime;**
3. **Efficiency and long-term financial security;**
4. **An improved criminal justice system;**
5. **High quality, accessible help for victims of crime;**
6. **Greater public involvement in policing.**

We have made progress across all areas of the Plan – whilst recognising that some areas have advanced more significantly than others. It is clear that the most pressing issue facing the police force is the continued threat of further central Government funding cuts.

Our communities are facing a rise in emerging crime types such as people trafficking, cyber crime, radicalisation and child sexual exploitation. We need to find new ways to prevent and tackle these problems albeit with a shrinking resource base. The bold steps we are taking with Dorset Police to build an Alliance between the two Forces will support this work whilst also resulting in substantial efficiencies.

Now that the dust has settled following the General Election, I will be looking to meet with south west MPs as soon as possible. I will again set out the case for Devon and Cornwall Police, ensuring that its voice is heard in Parliament and look to sure up support for my campaign for a fairer funding settlement for south west policing. Alongside my regular attendance at the Police and Crime Panel to account for my work, my office will of course continue to post regular Plan updates on the OPCC website setting out progress.

I will publish the Plan on 18 May.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Tony Hogg'.

Tony Hogg
Police and Crime Commissioner

cc Sarah Hopkins, Plymouth City Council
encl. Police and Crime Plan 2014/2017 – 2015 refresh

Letter to Police and Crime Panel dated 17 February 2015

Police and Crime Commissioner for Devon and Cornwall

Our ref: PCC_PCP_COR-de_150217

17 February 2015

To: Devon and Cornwall Police and Crime Panel

POLICE AND CRIME COMMISSIONER'S RESPONSE TO REPORT OF THE DEVON AND CORNWALL POLICE AND CRIME PANEL 6 FEBRUARY 2015

Thank you for your report following the Police and Crime Panel meeting on 6 February 2015. At that meeting my Chief Executive Officer presented my proposed precept for 2015/16 and my plans for refreshing the Police and Crime Plan. I am delighted that the proposed precept was supported unanimously by the panel in my absence.

I have read through the Panel's formal report in relation to the matters discussed at the meeting and, as required in statute, I hereby respond to those reports and the Panel's recommendations.

I have set out below my responses and intend to publish these on the OPCC website in due course.

The Police and Crime Commissioner's plans for refreshing the Police and Crime Plan 2014/17

Police and Crime Commissioner's response

- (i) I will have regard to the comments made by the Police and Crime Panel prior to issuing the final Plan. I will of course submit a final copy of the Police and Crime Plan to the Police and Crime Panel prior to its publication.
- (ii) With regard to the additional points which the Panel raised I am able to assure the Panel that it is my intention to include a clearer focus on domestic abuse in the final version of my Plan.
- (iii) I understand why the panel wishes to have a full draft of my Police and Crime Plan to the Panel at its annual January/February meeting but I am still concluding my wider consultation at that time and considering the findings of the Peninsula Strategic Assessment so this will not be possible.

2015/16 Precept Notification

I am pleased that the Police and Crime Panel agreed to support my proposal unanimously to increase the precept by 1.99%. This was not a request that I made lightly but on the firm belief that this additional investment is necessary to protect our policing service.

Police and Crime Commissioner's response

The Police and Crime Panel made a number of recommendations relating to the precept setting process and the associated reports. My response to each recommendation is provided below:

- **When providing details of proposed significant future savings, to include what each saving represents in percentage terms of the overall budget line.**

My Chief Executive Officer agreed at the meeting to provide this additional information and it will be forwarded to the Chair of the Panel before the end of March 2015.

- **Provide the Panel with a report which details options for giving primacy to non-staff savings as opposed to resorting to staff reductions.**

Devon and Cornwall Police have received reduced levels of funding for several years. Throughout this period we have focused as far as possible on non-staff savings. Given that 80% of our total costs relate to staffing it is inevitable that to meet the magnitude of savings that are required over the next four years we will see a reduction in headcount. In all areas of business we will look carefully at the options available for delivering savings and it is my intention, in consultation with the Chief Constable, to ensure that staff reductions are avoided wherever possible. The options will be considered through detailed business cases as we explore opportunities for savings – not through a common formula.

- **Undertake a review of procurement options to maximise on efficiencies and report back to the Panel upon completion.**

At the last meeting my Chief Executive Officer and Chief Finance Officer assured the Panel that achieving the highest level of efficiency in each procurement exercise continues to be a priority for me and the Chief Constable. I wholly support the statement that was made on my behalf. Devon and Cornwall are the lead force for the South West Procurement Department which acts on behalf of Devon and Cornwall, Dorset, Gloucestershire and Wiltshire. This collaborative approach has achieved significant savings and I would be pleased to provide further details in my update report to the next meeting of the Panel.

- **With the Chief Constable, provide a report to the panel on the viability of introducing initiatives and options for the scrapping of untaxed/abandoned vehicles and the potential for income generation.**

I have spoken with the Chief Constable and he has undertaken to prepare a report for me in respect of the recovery and scrapping of untaxed/uninsured/abandoned vehicles. This is an area which relates to other areas of public service as well as policing. The report will include where there has been or are opportunities for cost recovery and potentially income generation.”

- **Provide a report to the Panel detailing options for maximising capital receipts, commercialisation and leasing options, joint initiatives with partners, as methods of income generation and maximising return on estates in revenue terms that will minimise reliance on the use of reserves and an increase in police precept in the future.**

I am currently awaiting final legal advice on how we can take advantage of commercialisation opportunities, including ongoing income generation. This new area of activity for us has been made possible through changes introduced under the Localism Act and would be in addition to our current efforts to maximise capital receipts. The Panel has included an item on Innovative Income Generation in its work programme for the June/July meeting and I would welcome the opportunity to provide an update at that time.

- **Provide the Panel with a detailed report clarifying where staff reductions will be made as a matter of priority.**

I appreciate the Panel’s desire to understand in greater detail how the footprint of the police family may alter as a result of action that needs to be taken to address the significant challenges we face. As you will be aware from the detailed discussions that took place at the Panel meeting last week there is a considerable amount of work that needs to take place in the coming year to identify what changes we may need to make and what impact they may have on staffing. Even in areas like the Strategic Alliance where an overall headcount figure has been identified as part of budgeting processes we are still at a relatively early stage in developing and considering business cases. As such I am not able at this stage to provide such a report. As work in this area becomes clearer I will of course share developments with the Panel.

- **Report to the Panel a detailed longer-term strategy of how the policing landscape will look in four years’ time and how savings will be realised.**

I am working closely with the Chief Constable to develop our view of the shape of policing in Devon and Cornwall in the future. Whilst there is a need to achieve considerable savings over the next four years, it is also important that we consider how the expectations that the public have of the police service can be delivered in the most efficient way possible. This will involve transformational work on how policing is delivered. Staff reductions will

inevitably be an element in this, given that staff costs equate to over 80% of our total budget and given the strong emphasis placed on non staff reductions over the past 5 years. An item on “Transformation” of policing has been included in the work programme of the Panel for the autumn meeting and I believe that this will provide an excellent opportunity to share the findings of our work with the Panel.

- **Lobby the Home Office against making cuts to the grant provided to Devon and Cornwall Police of £1.2M for tackling terrorism and allied matters in the South West.**

It is expected that after the General election in May the review of police funding formulas will be a priority for the new administration. Police and Crime Commissioner’s Treasurers have already prepared a technical submission to the Home Office for addressing inequalities in the existing system to which D&C have made an input. The general funding settlement has also been raised with South West MPs and the reduction in counter terrorism and capital grant will feature on future MP liaison agendas

- **Provide the Panel with a report of initial details and proposals for income generation in the autumn 2015.**

The Panel has included an item on income generation in the work programme for 2015 and I will be happy to provide an update to the relevant meeting.

- **Provide the Panel with a more detailed report to enable them to scrutinise ‘earmarked’ reserves. This detail should be routinely provided as part of budget/precept-setting reports.**

As part of the 2016/17 Precept submission to the panel an additional appendix will be included showing the purpose of earmarked reserves, the forecast risks they are expected to cover and plans for their use over the four year period of the MTFS.

Publication

In accordance with my statutory obligations, I will be publishing this response on the OPCC website in due course.

Tony Hogg
Police and Crime Commissioner

'Safer Together'

The Police and Crime Plan for Devon,
Cornwall and The Isles of Scilly 2014-17

2015 refresh



PCC
Office of the Police
and Crime Commissioner
Devon and Cornwall

The Police and Crime Plan 2014-2017 (2015 refresh)

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INTRODUCTION FROM TONY HOGG, POLICE AND CRIME COMMISSIONER

This is the third annual version of my Police and Crime Plan and it reflects what you have told me you want from your police force.

My vision remains straightforward and is unchanged from last year:

***To make Devon and Cornwall and the Isles of Scilly a safe place to live, work and visit.
I want to see crime cut, people kept safe and encourage many more to work together to make communities safer and stronger.***

The plan gives us a blueprint to help achieve that and is at the heart of everything we do.

I am pleased that I can point to some real achievements in my first two years.

- ✓ we have kept police officer numbers above 3,000 – by now the former Police Authority had planned to have 200 fewer than that;
- ✓ a big cut in summer crime – which came after we insisted the Force looked at how it managed its resources during the busiest periods;
- ✓ and a successful overhaul of the 101 non-emergency service – which came after my office instigated a root and branch review of the service;
- ✓ a continued cut in the costs of this office – next year my office will cost the public less than the former Police Authority did in its final year.

I work on your behalf to ensure Devon and Cornwall Police is delivering the kind of service you need, make decisions about how the Force is funded and make sure that the Chief Constable oversees the effective and efficient delivery of this Plan.

I assure you we are working hard to mitigate the impact of continued funding cuts which requires fresh and innovative thinking, such as our closer working relationship with Dorset Police, if we are going to meet this challenge.

You tell me that you want to see ‘bobbies on the beat’ and I remain adamant that neighbourhood policing is vitally important. I also hear calls to prioritise a range of other issues such as domestic abuse and child sexual exploitation.

This revision of the plan for 2015/16 coincides with the launch of new PCC Victim Care Unit arrangements in Devon and Cornwall which means that victims of crime can access high quality, timely and specialist support to help them deal with the impact of crime and to move forward.

I am pleased with the progress we have made so far but there is much more still to do. I ask you to join me to play any part you can in making this work for the benefit of all of us who live in or visit this wonderful part of the country.

Tony Hogg
Police and Crime Commissioner

“This refresh of the Police and Crime Plan for 2015/16 sets out my continued vision of working in partnership to make communities stronger and to keep people safe.

The six Priorities set out in last year’s Police and Crime Plan remain in place. In addition specific focus has been given to how we tackle child sexual exploitation, safeguarding, domestic abuse, sexual offences and cyber crime. Improved co-ordination and further activity is needed from all agencies to ensure that we keep our communities safe. This increased focus reflects the findings of the Peninsula Strategic Assessment which has been prepared by the Community Safety Partnerships to build a clear picture of issues and risks within our area.

This Plan supports the decision of entering into a Strategic Alliance with Dorset Police – this bold step will provide much-needed financial savings but makes good business sense too. We will look to build on this collaborative approach further.

I have met with many community groups, members of the public, volunteers, public sector officials and of course police officers and staff since taking office. I am struck by the real enthusiasm from all I meet to work together for the benefit to the public – cutting through bureaucracy and inertia to make a difference. This energy and commitment to change is more important today than it has ever been as we face continued budget cuts from central government.

The OPCC will continue to ensure that this Plan is backed up with effective partnership working that goes beyond what we must do together and explores where we can protect resources by choosing to work more collaboratively. “

THE POLICE AND CRIME PLAN PRIORITIES



In addition to these six priorities, the Commissioner remains committed to:

- Maintaining an ongoing discussion with the public – through active and open dialogue and debate - to ensure that the public's views on the issues we face are understood and to improve understanding between the police and the public.
- Effective scrutiny of performance and efficiency measures within the police and wider criminal justice system; challenging under-performance and praising success; and by involving the public in scrutiny through open debate not just of the police but of the work of partners as well as of the Commissioner and his office.
- Making decisions based on evidence and informed by strong and wide-ranging engagement to ensure that public views are well understood, especially the views of diverse community groups.
- Keeping this plan under regular review. Remaining alert to emerging threats and issues and being responsive – adapting our approach and priorities as needed.
- Strict compliance to high standards in public office and thorough scrutiny of the Force's compliance with the Code of Ethics.
- Supporting staff and officers' welfare during times of uncertainty and change.

Priority 1: To make our area a safer place to live, work and visit – reducing the likelihood that people will become victims of crime.

“My overriding priority is still to make Devon and Cornwall and the Isles of Scilly a safer place. We must put victims at the heart of everything we do, we must bring offenders to justice and we must reduce levels of reoffending in our area. I want to focus on the priority areas identified in the Peninsula Strategic Assessment and give greater focus to important issues such as child sexual exploitation, domestic abuse and cyber crime.”

Devon and Cornwall and the Isles of Scilly have lower levels of crime than most other areas of the country. Rates of burglary and vehicle crime are some of the lowest in the country. The likelihood of becoming a victim is lower now than in past years. However, levels of violent crime and sexual offences in our area are too high. In the last year, a greater focus has been given to work to prevent the exploitation of children and other vulnerable people in the light of events in areas including Rotherham and Oxford.

This Plan carries forward important work in a number of areas, including violence, sexual offences and domestic abuse and identifies new actions and activities that will be progressed over the coming year. In addition, a greater focus is placed upon work in a number of areas, including child sexual exploitation and cyber crime, where new strategies are being developed to safeguard our communities.

The Commissioner remains fully committed to neighbourhood policing – which is a cornerstone of community safety and has maintained his pledge to keep police officer numbers above 3000 for the year.

The impact of expected funding cuts is a harsh reality that we all face and we will need to make substantial financial savings in order to address a large funding gap in 2017/18 and 2018/19. Meeting this challenge will only be possible by radically altering the way the police deal with crimes and incidents. More than ever, we need to ensure that resources are used efficiently within the Force to optimise frontline policing and improve contact between the public and police. The Chief Constable will lead important work this year to review the existing policing strategy to ensure that we have a sustainable policing model for the next five years that connects the police and communities. It is inevitable that we will face some difficult choices ahead but our over-riding priority will be to keep the public safe. The Commissioner will ensure that public and partners are consulted as part of this work.

Preventing and reducing crime is essential. Over the years, a target culture and improved investigative techniques pushed the police to focus more on detection rather than preventing crimes happening in the first place. Nowadays, as police budgets face a continued squeeze, that trend must be adjusted – and rightly so. Having fewer victims improves our society and also makes financial sense. Whilst Devon and Cornwall Police has a good record of

preventative policing – a point recognised by Her Majesty’s Inspectorate of Constabulary (HMIC) in its 2014 report ‘Core business’, some policing disciplines nationally have become too distant from a preventative approach.

The PCC has asked the Chief Constable to provide a clear strategy and renewed approach to prevention across all areas of Force business. The Chief Constable has already instigated plans to develop a Prevention Directorate. The Directorate will gather best practice from across the Force and link in with the College of Policing’s ‘What Works’ programme to draw on national experiences. This work will be jointly undertaken with Dorset as part of the Strategic Alliance.

The protection of all vulnerable people including young people is vital but also very resource intensive - placing a growing burden on the police service and its partners. The Commissioner expects Local Authorities, Children’s and Vulnerable Adults Safeguarding Boards, the voluntary sector and people working in learning and childcare settings to fully cooperate and support joint working arrangements to protect the vulnerable. The Commissioner will continue to monitor that Devon and Cornwall Police, working closely with their safeguarding partners, are taking all reasonable steps to protect the public and to apprehend offenders.

Following the publication of the findings of the Independent Inquiry conducted by Alexis Jay OBE into child sexual exploitation in Rotherham, a range of actions are being taken forward nationally and locally. National police guidance on handling Child Sexual Exploitation (CSE) are under review, investigation standards updated and all Chief Constables have signed up to an action plan of improvement. This includes additional training being delivered to frontline staff and officers by the College of Policing. Her Majesty’s Inspectorate of Constabulary is working with other inspectorates to assess how public organisations are working together to protect children. To support this, the Commissioner has asked the Chief Constable to make the case for the additional resources he sees necessary in order to address this area of growth. He has also increased his funding contribution to the Safeguarding Boards in Devon and Cornwall for 2015/16. The Commissioner expects local authority partners to take a similarly strong stance to demonstrate their commitment to preventing CSE through the provision of adequate funding and resources.

It takes courage for victims of crimes in their childhood to come forward to the authorities. The Commissioner wants to provide help to these victims, regardless of whether they wish to report a crime. These victims may prefer to seek counselling, support or simply discuss options available to them. The Commissioner will establish a dedicated referral and support service to provide independent and impartial advice to people who are the victims of a historic incident. The Commissioner hopes that with this additional help some victims may feel able to report the crime so that the police can take action.

The Commissioner continues to be concerned about the levels of reported sexual offences and domestic abuse within Devon and Cornwall. The impact of these offences on the victim are often devastating. Greater action is needed to deal effectively with cases brought to our attention, to focus on preventative action to reduce the risk of harm and to encourage victims to come forward and seek help and support.

We know that victims of deeply personal crimes such as sexual offences and domestic abuse can often be reluctant to turn to anyone for help or report the offence to the police. There could be many reasons why a victim may be unwilling to come forward. The police continue to work to better understand what causes some victims not to approach the police to report a crime. HMIC's report into domestic abuse in 2014 found that Devon and Cornwall Police provided a comprehensive service to high-risk victims but found some areas of police process that should be improved because they did not allow for a consistent service to all victims. The Chief Constable is addressing these now.

The PCC is clear that the police must improve its understanding in this area in order for it to work more effectively to improve reporting. Reported crime in these areas is up. This may, in whole or in part, be due to increased confidence to report but there is no clear picture. The PCC has challenged the Chief Constable to increase reporting levels and we need to understand whether recent rises in levels of sexual offences are a result of increased confidence or an increase in offending levels. The PCC will commission a study of victims to hear directly what barriers exist in the criminal justice system and how they might best be overcome.

Cyber-crime is a generic term that covers offences that are dependent on ICT (such as on-line grooming, and computer hacking) or crimes enabled by the speed and reach offered by ICT (such as fraud, theft and buying/selling scams). This is a growing area of demand on policing and poses an increasing threat to the public. Digital technology is now part of most people's lives yet criminality goes largely unreported. It is essential that police officers have the capability to deal confidently with the cyber elements of everyday crimes, including the gathering of evidence and intelligence. Over the coming year, the Chief Constable will develop the Force's understanding of the nature of the threat posed by cyber-crime and establish a strategy to address this threat. This will include enhancing the Force's capacity and capability to deal with volume cyber-crimes and by contributing to the national intelligence picture.

As resources are stretched, the importance of local activity that brings together partners to address anti-social behaviour, low level crime and community safety issues is becoming increasingly clear. For the police to continue to have the support and confidence of communities, it is essential that we listen to public concerns and priorities and take account of them. For example, the PCC continues to receive public concerns regarding traffic violations and parking enforcement. Public agencies need to work together to provide a better response to these issues.

The police and their partners must continue to work to understand the community safety matters that impact local neighbourhoods. The PCC expects that priorities raised by the public affecting their local areas are properly captured by the police, local authorities, Community Safety Partnerships and other partners and are addressed appropriately, including by health partners and the Health and Wellbeing Boards. The PCC also expects that proactive engagement should take place with the public to gather their views in more general terms but also to encourage communities to help themselves through better prevention and signposting to support and advice.

In 2014, the Commissioner undertook a detailed study of the non-emergency 101 service. This study revealed that the service being provided to the public was unacceptable. Whilst the quality of staff in the centres was high, the length of time a caller had to wait to get through to someone who could help was generally far too long. The report set out a number of recommendations that the force has immediately started to implement. This year the Commissioner expects to see waiting times reduce dramatically as the investments in new technology and people are fully implemented. All aspects of performance will be kept closely under review to ensure that the public receive an acceptable 101 service going forward.

Finally, the Commissioner has always believed that offenders should bear more responsibility for the cost and wider impact of the crimes they commit. Existing legislation does not allow direct charging to offset some of the costs imposed on the police for dealing with offenders. However, for the year ahead, the Commissioner will continue to explore new ways of making offenders more accountable and to pass some of the costs to them rather than onto the taxpayer.

The Commissioner will:

- Keep crime levels low by focusing primarily on prevention and on reducing reoffending and anti-social behaviour and explore ways to further develop the evidence base to better inform crime reduction and prevention strategies.
- Work with the Chief Constable to establish a sustainable policing strategy for the next five years.
- Support neighbourhood policing and keep police officer numbers above 3000.
- Require a continued focus by the police on the key threats identified in the Peninsula Strategic Assessment (PSA).
- Work with Health and Wellbeing Boards to align the PSA with Joint Strategic Needs Assessment (JSNA).
- Establish a helpline, maintained by an independent third party, offering advice to victims of historic abuse in Devon and Cornwall, including those who feel their concerns were not properly dealt with at the time.

- Work closely with partners to increase the reporting and tackle incidents of domestic abuse and sexual offences.
- Seek a clear assessment of the risks posed by cyber-crime and the production of necessary resourcing proposals to address them.
- Support crime reduction activities by commissioning services through Community Safety Partnerships and directly from Youth Offending Teams and support from Sexual Assault Referral Centres.
- Actively encourage and enable greater involvement by citizens and communities to support policing.
- Encourage the business community to work closely with the police to help deter crime and detect offenders.
- Ensure communities have effective means to articulate their community safety concerns and that the Chief Constable ensures that appropriate steps are taken by the police working with partners to respond to them.
- Hold the Chief Constable to account for delivering the improvements to the 101 non-emergency service as set out in the 101 improvement plan and local engagement plans.
- Continue to seek ways to ensure that offenders bear the responsibility of their actions.

The Commissioner expects the Chief Constable to:

- By 31 August 2015, put forward proposals for a sustainable policing strategy and structural model for the next five years with prevention at its core.
- By 31 July 2015 present a new workforce resourcing model that maximises frontline services and reflects the preventative approach to policing.
- Support the new independent, historic abuse helpline for victims of crime in Devon and Cornwall through support and awareness raising in Force and amongst the public.
- By 31 July 2015, present an assessment of the threat, harm and risks posed to Devon and Cornwall by cyber-crime and a plan to address them.
- Set out the Force's approach to tackling Child Sexual Exploitation in Devon and Cornwall including taking appropriate action against historic child abuse when new information comes to light and identify any additional resourcing requirements.
- To protect and keep safe vulnerable people, through integrated working arrangements with partners, including co-locating services and the rollout of the agreed Force-wide safeguarding approach.
- Reduce the risk to victims in the area of domestic abuse and effectively tackle perpetrators of domestic abuse, to reduce repeat victimisation and repeat offending.

- Improve the service provided to victims of rape and serious sexual assaults through the actions of the police and through effective working with other criminal justice agencies.
- Actively encourage the increased reporting of hate crimes and set out his plans for improving understanding of the reasons for non-reporting of hate crime and how he will work to increase confidence to report.
- Actively encourage the increased reporting of rape and other sexual offences and work with the PCC and research partners to build a clearer understanding (locally and nationally) of issues that affect reporting and which deter victims from engaging with the wider criminal justice process. In particular, to commission research (to report within 24 months) to understand the drivers and barriers that may deter reporting and/ or discourage victims of sexual offences from engaging with the criminal justice system.
- Actively encourage the increased reporting of domestic abuse and to work with partners to better understand why victims may not be engaging with services and to identify new ways to increase engagement with support services and the criminal justice process.
- Find new ways to work with communities, businesses and citizens to help prevent offences occurring and to increase community resilience to crime.
- Deliver a high quality and accessible call-centre function for emergency and non-emergency calls, ensuring all callers receive the support they need in a timely fashion.
- Make the improvements to the 101 service that were agreed with the PCC following his 2014 review of the service.
- Deliver our required contribution to national policing priorities including those set out by the Home Secretary in the Strategic Policing Requirement and work with partners across the peninsula to prevent violent extremism in our communities.

The Commissioner will work with partners to:

- Strengthen and maintain services which help prevent crime occurring, such as early intervention, prevention and recovery services and to explore how different services can support each other.
- Promote, engage with and support the historic abuse reporting helpline.
- Help ensure partnership responses to Child Sexual Exploitation reflect best practice and lessons learned from local and national reviews and that the appropriate level of resources are made available.
- Support Children and Adult Safeguarding Boards in their work to scrutinise and report upon the adequacy of prevention arrangements by the police and partners.
- Focus on protecting the most vulnerable members of our society and supporting the wider roll-out of the revised safeguarding arrangements.

- Ensure that local Health and Wellbeing Boards see community safety as part of their agenda by working with Community Safety Partnerships and others to recognise its impact on community safety and on individual health and wellbeing.
- Work collectively with each other and the police to build a better understanding of emerging threats through improving information sharing and developing a broader evidence base.
- Help manage and rehabilitate prolific offenders within the community by providing timely access to pathway services such as housing and employment.
- Examine how they can help us improve the accessibility to and service received by people calling the 101 service for non-police matters.

Priority 2: To reduce the crime and harm caused by the misuse of alcohol.

“I want us to work together to reduce the social, economic and individual cost of alcohol-related crime and harm. We need to encourage a more responsible drinking culture and generally reduce tolerance for alcohol-related harm. To achieve this we need to improve education and awareness, drive forward legislative reform where there are gaps and pursue offenders vigorously.”

Reducing alcohol-related harm in the peninsula remains a priority for the PCC. Good work is already being carried out within the peninsula by the police, community safety partners, voluntary organisations and others, but further action needs to be taken. We must all work together if we are to reduce the harm that alcohol-related crime has on our society. We need to ensure that we have a good collective understanding of the issues, that we champion good practice and we deploy the right solutions.

The Peninsula Strategic Assessment estimates the cost of alcohol-related crime and harm in the area to be over £360m per annum. Whilst responsible drinking is not a problem, excessive drinking poses a number of threats to the safety of our communities, which need to be addressed. The Commissioner has particular concerns about the role that alcohol plays both in offending and in making individuals more vulnerable to becoming a victim of crime across a wide range of offences. These crimes impose significant costs on public services and most importantly they damage communities and individuals, especially children. We have one of the highest rates of violent crime in the country of which over 50% are related to alcohol. Concerted action needs to be taken to turn this problem around and to improve the safety of our communities.

Whilst ultimate responsibility rests with the offender, there are a range of parties who have a role and some degree of responsibility. These include retailers, publicans, schools, parents, universities and voluntary groups as well as our statutory partners. We are looking to work with all of these groups to deliver against this Plan priority.

We need to create an environment where the sale and consumption of alcohol is undertaken responsibly and where the impact that alcohol can have on others is properly recognised. Tolerance must be low for those who engage in crime as a result of excessive drinking, and for those who encourage or facilitate criminal behaviour through poor licensing practices. This Plan sets out a range of actions to be taken by the Commissioner, the police and others to reduce the volume and impact of alcohol-related crime.

The Plan sets a clear expectation that we have a proactive and tough response to alcohol-related offences and anti-social behaviour and that licensing processes and laws are used effectively and promptly to tackle problem premises and areas. In addition, the OPCC is working with the police and local authorities to progress peninsula-wide activity to tackle alcohol-related crime and harm to make the best use of the existing licensing mechanisms and enforcement powers available. However, there is a clear understanding from many

professionals that there are large gaps in current regulations that will require national action and legislative change to close.

We will invest in raising awareness and improving education about alcohol-related harm – working collaboratively with partners to build upon existing best practice, as well as supporting new initiatives. The Commissioner will look to work with alcohol retailers and publicans to help address some of the problems in our area – recognising that they too have a responsibility to play an active role.

The PCC has been persuading Health and Wellbeing Boards of the need to place a greater focus on alcohol harm, as well as broader community safety matters generally, in their strategies.

Nationally, as Chair of the PCC Alcohol Working Group, the Commissioner will continue to work to influence government policy on alcohol and to promote and spread best practice on tackling alcohol-related crime and harm. There are a number of areas where legislative change is needed – to ensure we have the right tools in place to help us manage these issues. Action is needed to improve existing mechanisms such as the late night levy, clearer action is required on alcohol pricing – in particular to prevent the sale of super strength low cost alcohol-particularly white cider. We will continue to lobby MPs, Ministers and Government officials for greater action in these areas over the coming year.

The Commissioner and the Chief Constable remain concerned about the impact of ‘pre-loading’ on alcohol-related crime and on the management of the Night Time Economy (NTE) in our area. The arrival of large numbers of intoxicated drinkers into the NTE at a fairly late hour is placing a significant strain on policing and on others involved in the management of the NTE. While we need to do more to understand both the scale and impact of pre-loading, recent studies indicate that levels of violence and sexual assaults increase when it occurs. In addition, people make themselves increasingly vulnerable to becoming a victim of crime. Under this Plan, we will continue to take a series of steps on pre-loading, including work to better understand the growing threat posed by pre-loading, actions to help support the NTE in managing the impact of pre-loading and initiatives to improve education and awareness. We will work closely with a wide range of partners, including retailers and licensees, to drive forward progress. Following the successful pilot of a ‘door staff’ breathalyser scheme in Torquay in December 2014 we will look to roll-out similar initiatives to suitable areas over the coming year to help deter pre-loading and reduce crime within our night time economies.

The Commissioner will:

- Champion a more responsible approach to the sale and consumption of alcohol across the peninsula and seek a shift in cultural attitudes towards crime and anti-social behavior that is fuelled by excessive drinking.
- Campaign for a more responsible approach from retailers to help reduce the harm and crime caused by alcohol.
- Advocate a more responsible approach from all licensees where harm is minimised and tolerance for unacceptable behaviour is low.
- Raise awareness and improve education about the harm caused by alcohol, in particular to raise awareness amongst young people and parents.
- Support community safety work on alcohol through commissioning funds.
- Highlight and promote best practice in preventing and reducing the impact of alcohol-related crime and anti social behaviour (ASB), and will support the roll-out of proven initiatives like the pub and club breathalyser scheme within the area.
- Work with the Chief Constable and partners to support the availability and use of alcohol awareness courses as a way of reducing alcohol-related reoffending and anti-social behaviour.
- Lobby the area's eighteen Members of Parliament and Government directly, and work with the media to support partnership alcohol strategies.
- Lead the Association of Police and Crime Commissioners' work to tackle alcohol misuse by engaging with Government and the drinks trade.

The Commissioner expects the Chief Constable to:

- Reduce alcohol-related crime, working across urban, coastal and rural settings.
- Work with partners to reduce alcohol-related violence and alcohol-related abuse in the home.
- Maintain effective policing operations by deploying the full range of police powers effectively to pursue and deter drink drivers.
- Effectively target locations in which alcohol-related crime and anti-social behavior repeatedly occur.
- Make good use of licensing mechanisms to manage problem premises and if needed to seek their closure.
- Deploy the full range of police powers available to address alcohol-related crime and disorder problems.

- Work with the Commissioner and others to raise awareness and improve education on alcohol-related crime and harm.

The Commissioner will work with partners to:

- Make alcohol a major focus of local Health and Wellbeing Boards in the coming years.
- Protect and enhance key recovery and support services through better integration, and to improve the availability and outcomes of alcohol treatment arrangements.
- Secure effective management of their Night Time Economy (NTE) areas to reduce harm and boost community safety.
- Expand the pubs and clubs breathalyser scheme across Devon and Cornwall in areas where it is appropriate.
- Effectively deploy the range of legal and licensing measures that are available to address alcohol-related crime and disorder problems, such as Fixed Penalty Notices and Dispersal Notices.
- Ensure that licensing processes are robust and that police concerns are fully considered.
- Support them in examining new ways to address alcohol issues in their licensing areas; including the use of restricted hours, late-night levies and tighter licensing controls.
- Encourage a proactive approach to licensing enforcement, including the use of test purchasing.
- Enhance the local data picture on alcohol-related crime and other impacts of problem alcohol use on our communities.

Priority 3: To make every penny count in protecting policing for the long term. We need to drive for further efficiency, work to secure more central funding and actively explore all avenues to deliver the significant savings we require from 2017/18 to sustain our services.

“I will take significant steps to ensure policing is financially sustainable in the long term. I have allocated substantial sums from our reserves to support policing over the next four years but we will need to have balanced the books by 2018/19. This means that our income must match our expenditure without any further reliance from reserves from this date forward. I will work with the Chief Constable to drive for further efficiency and to actively explore all avenues to deliver the savings we require. We will create significant savings through the Strategic Alliance with Dorset as well as other collaborative ventures. In particular, I will ensure that the market is considered as an option in all appropriate areas and that market principles are adopted throughout police business securing excellent value for the taxpayer. We will generate greater income from our own resources by developing unused properties, through charging for services and by exploring new ways to raise funds to offset the continued budget reductions.”

Like most public services, policing budgets are being continually squeezed and we face significant financial challenges now and in the years ahead. Government grants to policing are reducing year on year. Our area is already served poorly by the national policing grant – receiving £10 less per head of population than the national grant average and with no additional funds to reflect the impact on policing caused by the influx of tourists each year.

For 2015/16, the Commissioner received £289m to fund policing and community safety work across Devon and Cornwall and the Isles of Scilly - some £9m less than forecast. This places increased pressure on what is already a very challenging efficiency programme looking to find £29m of savings by March 2019. Much good work has already been undertaken but we still need to find the final £10m of this figure.

The Government has continued with its policy of diverting significant funds away from local policing towards national initiatives such as the College of Policing, Her Majesty’s Inspectorate of Constabulary and the Police Innovation Fund. It is clear that central Government funds to local police Forces will continue to fall. The PCC has heard from many people that they do not wish to see these cuts resulting in a reduction in police officer and Police and Community Support Officer (PCSO) numbers. Therefore the PCC is considering whether there is local public appetite for paying more for policing to protect front line services. Any increase that breaches the Government-set council tax cap would require public support via a referendum. This is not a step to be taken lightly and the Commissioner will test public views later in the year before making any final decision.

Efficiency, economy and value for money are not new concepts in the public sector. As we strive to meet these long-term challenges all options will be considered and we will face some

tough decisions. We need to revisit the way policing services are delivered against a background of reduced central funding and growing demand, whilst also looking at ways to bring more money into policing.

The Chief Constable is leading work to develop a sustainable policing model for the next 5 years. This review will look at making the best use of the existing resources based upon a prevention and demand management approach. The PCC will monitor these developments closely whilst the HMIC's new inspection programme will provide an independent view on the effectiveness of this approach.

Aligned to this, further innovation is needed to provide the public with more opportunities to access police services via the web. This will go towards meeting the public's growing expectations whilst also being more efficient and reducing demand on the police. Where savings are identified, we will work closely with the police to ensure we realise those benefits and convert them into real cash savings to reduce our cost base. We will also look into the options open to us to bring more money into policing both by generating receipts through the redevelopment of outdated and unused police buildings and by exploring sponsorship and other fundraising opportunities.

We fully recognise that we are not alone in facing financial pressures of this magnitude and we will continue to work closely with partner agencies, the public, communities and the voluntary sector to identify areas where we can maximise our collective resources. Policing and law enforcement is a fundamental cornerstone of society and we must do all we can to protect policing from shrinking any further. The commercial sector has more experience than the police of dealing with financial fluctuations and continuing to deliver its core business. The PCC believes the time is right to begin to look to how private industry can work with us in finding efficiencies in service delivery. This is not a new idea - the public sector has worked very successfully with the private sector for a number of years. It is accepted that some will find this an uncomfortable step but it is a necessary one in order to protect police officer and PCSO numbers as far as possible. This should be seen as a positive move – using the best of the public and private sectors to enhance services to the public whilst limiting the impact on police numbers.

In 2014 we developed a Financial Roadmap¹ identifying opportunities to deliver savings, increase efficiency and generate additional income through innovative practices. This development work has now been completed and over the coming year we will take forward initiatives in a number of areas to help meet the financial challenge we face, including work to develop unused properties within the police estate to develop them for sale or rental. By developing these sites directly, we can invest more funds in policing. We will also be developing a clear approach to fundraising – exploring wider opportunities to generate funds for policing from both the private and public sectors including areas such as sponsorships and endowments.

¹ Available on the OPCC website here <http://7f81ff6114e21659b84a-cde1435c149cc037d22b329c27ad88ee.r2.cf3.rackcdn.com/Documents/Our%20information/Key%20document/The%20Financial%20Roadmap%20-%20March%202015.pdf>

We will also ensure that the Strategic Alliance with Dorset Police delivers the agreed budget reductions to the agreed timescales. During this implementation period, we shall continually challenge to ensure that all further appropriate savings are realised. We believe this bold step will help deliver improved policing services to the public, increase resilience across the peninsula by sharing resources and combining expertise and cut costs through reducing overheads. This will be complemented by a renewed focus on broad collaboration and joint working with the emergency services, local authorities and the private sector where appropriate.

The costs of the Commissioner's Office will remain under regular review to ensure they provide value for money. The second phase of our internal efficiency review will be taken forward in the coming year to bring the OPCC costs below £1.55m by the end of 2015/16.

Alongside this, the Commissioner will continue to lobby at a national level to ensure that our area receives a fairer share of national funding in future years and to secure a greater proportion of money seized from criminals so we can invest it in local policing.

There are a number of emerging crime areas such as cyber-crime, child sexual exploitation, online fraud and the radicalisation of the vulnerable where investment is required to deploy additional resources. In addition to this, criminal investigation is becoming increasingly complex through the opening of historic cases and cross-border investigations. The PCC has asked the Chief Constable to provide a clearer picture of the resource requirements to tackle these emerging threats. In recognising there is a longer-term challenge that cannot be addressed solely through the redeployment of existing resources, the PCC is making an additional £1.2m available over three years to address these areas.

The Commissioner will:

- Implement the Financial Roadmap and continue to keep it under review in order to provide a clear direction for future years to remove the structural deficit.
- Provide financial support (through the use of reserves) to make necessary investments that are required to help us deliver a balanced budget in line with the Medium Term Financial Strategy.
- Continue work on the implementation of the Strategic Alliance with Dorset Police ensuring that business cases are of high quality and that delivery is closely scrutinised identifying and producing quantifiable benefits.
- Lobby our national government to deliver a better police funding settlement for Devon and Cornwall and the Isles of Scilly.
- Improve our funding position by generating new income streams for Devon and Cornwall Police through a clear fundraising strategy and by developing surplus properties within the police estate to maximise their sale or rental value.

- Bid for funds from the Home Office's Police Innovation Fund to support collaboration, partnership working and innovative policing in our area.
- Campaign for a greater share of Proceeds of Crime Act funds to be allocated to police rather than be retained by central government.
- Support our economy by working with the Chief Constable to explore ways in which we can get our highways reopened more quickly following road accidents – including through investment in technology and equipment.
- Ensure value for money in the operation of the Commissioner's office and look to make efficiency savings wherever possible.

The Commissioner expects the Chief Constable to:

- Effectively manage the implementation of the Strategic Alliance with Dorset achieving promised savings and other benefits to agreed timescales.
- Work to implement the Financial Roadmap through exploring all options for collaboration, income enhancement and efficiency savings.
- Deliver the efficiency savings already identified, and drive forward the Force's existing change programme to ensure we can realise maximum benefit, including work with regional colleagues across the South West and local partners in the wider emergency services and local authorities.
- Work to make policing more efficient across our area.
- Deliver clear and measurable improvements in productivity by reducing sickness absence, reducing bureaucracy and improving the effective use of IT.
- Work with the PCC to help generate new income streams for Devon and Cornwall Police, in particular by working together on the:
 - establishment of a clear fundraising strategy and
 - development of surplus properties within the police estate to maximise their sale or rental value as a commercial enterprise.

The Commissioner will work with partners to:

- Bring forward new ideas and proposals, and help to identify areas where collaboration or new service approaches might deliver savings or generate income - for example, with the Voluntary and Community sector.

Priority 4: To promote an effective Criminal Justice System for our area, delivering a high quality service for victims, witnesses and society.

“I am determined to play an active role in ensuring that the criminal justice agencies work more effectively together to improve the overall service to the public. All of us that are involved in the administration of the system – from the courts, to prosecutors, to the police and probation - must make sure that we provide an effective service that meets the needs of victims, witnesses and our society overall.”

Criminal justice represents a broad range of complex services and judicial processes provided by a number of different organisations. Criminal Justice System (CJS) partners have a reciprocal responsibility to co-operate in the best interests of the area it serves. The Commissioner has an important role to ensure these organisations collaborate whilst respecting individual jurisdictions.

The PCC welcomes the continued commitment of partners to work together to seek improvements to the service provided to the public and victims of crime. Criminal justice agencies have the collective responsibility for providing a more victim-focused service to the public whilst delivering against substantial efficiency targets within their organisations.

Reprimands, fixed penalty fines, restorative justice and other out-of-court disposals provide the police with an efficient means for dealing with less serious crimes and avoid clogging up courts with minor offences. It is essential for public confidence that such sanctions are used appropriately and proportionately. The PCC will improve the transparency of the use of out-of-court disposals by establishing an independent scrutiny panel to review a cross section of cases in Devon and Cornwall. The scrutiny process will involve expert oversight from Magistrates bench chairs. Further input will be sought from Her Majesty’s Courts and Tribunals Service, the Crown Prosecution Service and Youth Offending Teams.

Since taking office, the PCC has built upon the working relationships between partners whilst criminal justice services have undergone radical transformation. The newly announced Community Rehabilitation Company (CRC) Working Links, will be managing the majority of low to medium risk offenders by delivering new services to rehabilitate offenders and working closely with the National Probation Service to escalate cases where necessary. The CRC is required to work in co-operation with the Commissioner and other agencies to provide an efficient and effective criminal justice service for Devon and Cornwall.

The PCC will also expect the CRC to play its full part in contributing to partnership delivery participating with Community Safety Partnerships, Safeguarding Boards, Youth Offending Teams and to co-operate with Multi-Agency Public Protection Arrangements (MAPPA). Although Working Links is formally accountable to the Ministry of Justice through a contractual arrangement, the Commissioner will expect to see the development of a local performance framework to ensure that local services are being delivered effectively.

Following these significant changes to rehabilitation services, it will be essentially important for the criminal justice delivery landscape to settle and provide a seamless service and protect the public. The Commissioner will look to receive assurance from all statutory agencies that the arrangements put in place are working effectively.

Given the fundamental changes indicated above, the continued pressure on organisational budgets and demand from emerging crime types, this part of the Police and Crime Plan has been refined to the areas of transforming summary justice, mental health, restorative justice, witness services and the use of out-of-court disposals.

Mental health service provision in Devon and Cornwall is inadequate. People in a mental health crisis in Devon and Cornwall are likely to receive a poor and uncaring service. Too often, the police are required to provide care because of deficiencies in NHS provision. The fact that the police are regularly required to detain someone in custody for their safety due to a shortage of NHS beds is unacceptable. Whilst the number of such incidents is reducing slightly, it remains of concern. The shortage of services is receiving national attention with the Government putting pressure on local health commissioners to urgently work to introduce a better service. The PCC and police were instrumental in developing a new Section 136 multi-agency protocol launched in March 2015. In addition, new money from Government to fund custody-based Liaison and Diversion arrangements has helped improve services to the vulnerable.

The PCC has committed over £100,000 of matched funding to continue mental health triage services based in the police control rooms. This service allows frontline officers access to mental health professionals for advice and specific information on the street. This proven model ensures that those people with mental health problems are better directed to effective care destinations such as known family carers or other local provision. We applaud Devon, Torbay and Plymouth health services for providing their matched funding for this service and will continue to discuss with Cornwall NHS providers whether they are content to not have such a scheme in operation.

The CJS must continue to make strides in making better and more widespread use of technology to support services to the public and reduce the time police officers and lead professionals spend away from the frontline. The roll-out of mobile data and 'virtual' courts are a good step forward but must be integrated into a wider improvement to efficient working practices in order for them to bring the financial benefits necessary from the time and cost of investment. Where appropriate, the PCC will use his seat on the National Criminal Justice Council to push for greater action and support in this area.

The Commissioner will:

- Campaign for greater action by partners on mental health to prevent people entering the criminal justice system including the use of street triage and Section 136 arrangements unnecessarily and to ensure Liaison and Diversion schemes are suitably catered for within the criminal justice system.

- Develop a PCC-led out-of-court disposal scrutiny process to make sure they are used appropriately.
- Actively support the digitisation of the CJS through supporting innovation and collaboration opportunities locally and nationally.
- Monitor the handover to the new rehabilitation service providers locally to ensure an efficient and effective service is provided during and after transition.
- Support work to deliver the national improvement plan to transform Summary Justice.

The Commissioner expects the Chief Constable to:

- Work with other agencies to support delivery of an effective Criminal Justice System for our area.
- Ensure that police documentation and inputs into the wider Criminal Justice System are of a consistently high quality and to work with the Crown Prosecution Service to identify and address any process issues.
- Make use of new national data on the outcome of investigations to better understand where there are barriers and blockages, which might prevent the Force achieving successful outcomes for an investigation, and to make improvements as appropriate to address them.
- Ensure the provision of custody services across Devon and Cornwall remains efficient and effective.
- Actively support the delivery of the Transforming Summary Justice plan.

The Commissioner will work with partners to:

- Scrutinise the operation of new rehabilitation services to ensure that they reflect local needs and to escalate any issues as required.
- Ensure provision of the required support for people suffering from mental health issues to avoid them entering the police environment unnecessarily.
- Join the national campaign for a greater level of support for those suffering from mental health issues.

Priority 5. To deliver a high quality victim support service across our area

“I will put victims of crime at the heart of my work. I will champion the interests of victims and will work with the police and partners to deliver high quality services to all victims throughout the whole criminal justice system. I will work to ensure that we understand and meet the needs of victims. In particular, that our services can respond to the complex and diverse needs of vulnerable victims in a timely and effective fashion, to provide the necessary care and help the recovery process.”

For this Police and Crime Plan, the PCC has chosen to place particular emphasis on the delivery of the new Victims Care service. Being subjected to a crime is harrowing and stressful. Support services need to be readily and freely available at times of need. Victims need access to information and support to aid their recovery and reduce their chances of being a victim again. Victims should also have their needs assessed to ensure the support provided best meets the individual’s requirements.

During 2014, the OPCC undertook a substantial change programme paving the way for a new Victim Care Unit by overhauling the existing service, provided in most cases by a single service, to one incorporating over 60 different charities, voluntary, social enterprise and community groups. The new service, which launched in the spring of 2015, will signpost victims of crime to a wide range of support and care providers to assist them to cope and recover from their experiences.

Victims of the most serious crimes, those persistently targeted and intimidated or vulnerable victims such as children will receive an enhanced service. This is now a legal entitlement under the Victims Code and the PCC will play an important role in ensuring the criminal justice system and service providers fulfil their responsibilities.

The dedicated Victim Care Unit (VCU) will provide victims with a new level of support and ensure compliance with the Victims Code, with vulnerable victims receiving a higher level of care. This is an exciting new approach and presents the opportunity to greatly improve the service to victims. The PCC will be monitoring the delivery of the new service carefully. During the course of the next twelve months the PCC will look to build on and improve the services provided for witnesses.

The commitments to victims also extends in certain circumstances to having a say in the sanction imposed upon the offender(s). Whilst this will not always be appropriate, victims are entitled to receive information about Restorative Justice and where suitable the police must put suitable safeguards in place to protect the victim. The PCC will further develop the Restorative Justice solutions available to victims by working with Community Safety Partnerships to establish and fund improved services in their areas. The PCC is keen to see equality of provision across Devon and Cornwall.

The PCC is committed to ensure the success of this new initiative and will look to partner agencies to fulfil their statutory responsibilities to work with the OPCC to ensure the success of the VCU and to raise awareness of the service.

It is recognised that such a new service represents a bold new approach and one that is in its infancy. To ensure that the service is providing the best care to victims and is fulfilling its requirements in the Victims Code, the PCC will commission a review after approximately one year of the VCU's launch to ensure its effectiveness and identify any areas for improvement.

The PCC is committed to making further progress in giving victims and witnesses greater prominence in the criminal justice system. Progress is being made but more needs to be done to move to a position where the victim's needs are looked at in the round and individual agencies work collectively in the best interests of victims. The Regional Criminal Justice Board is a powerful forum comprising the leaders of the criminal justice agencies in the south west. This Board represents a good opportunity to drive for the improvements that need to be seen. Each member represents an organisation with reciprocal responsibilities for victim care and justice. The PCC will continue to contribute to the good work of this Board and look to all agencies to play its full part in enhancing services.

The Commissioner will:

- Champion victims' interests, nationally and locally.
- Deliver a high quality, effective and improved service for all victims of crime through the Victim Care Unit.
- Improve the options available to victims on how offences are dealt with through commissioning a range of restorative justice solutions.
- Advocate the importance of a victim-focused Criminal Justice System which delivers high quality services for victims and society, according to need.
- Evaluate the new Victims Care Unit after 12 months to ensure victims' needs are being met.
- Drive forward implementation locally of the new National Victims Code.
- Fund wider services which provide support for victims through the commissioning process and directly through funding of Sexual Assault Referral.
- Engage and respond to the views and needs of victims, working closely with support groups and partners to ensure the needs of victims from diverse communities and vulnerable victims are properly understood.
- Ensure that Restorative Justice services are available to victims of crime across Devon and Cornwall, by providing funds through Community Safety Partnerships to co-ordinate and pay for local service provision.

The Commissioner expects the Chief Constable to:

- Ensure the operation of an effective and high quality Victim Care Unit and provide appropriate training and support to ensure the service remains efficient and effective.
- Ensure that the needs and interests of victims are well understood within the Force including taking steps to better understand and subsequently act upon the reasons why some victims of domestic violence, sexual violence and hate crime are reluctant to report.
- Put in place arrangements to ensure that victim personal statements can be used within the Criminal Justice System in an effective and timely manner.
- Protect and keep safe vulnerable victims through integrated working arrangements with partners, including the use of co-location, as appropriate.
- Ensure victims of crime are provided with information about Restorative Justice services to meet their entitlement in the Victims Code and that a referral pathway is maintained to enable victims to access restorative justice services.
- Maximise opportunities to divert young people from career criminality through appropriate use of restorative justice outcomes.

The Commissioner will work with partners to:

- Promote awareness of the new victims services directory and continue to shape the future of victims' services in our area.
- Improve signposting and referral systems for existing and new services so we can make sure victims get the best possible service according to their need.
- Help protect vulnerable victims, through integrated working arrangements with partners, including co-location.
- Ensure that there are local arrangements in place, via the Community Safety Partnerships, for the receipt of restorative justice referrals and their allocation to service providers to help victims of crime.

Priority 6: To encourage and enable citizens and communities to play their part in tackling crime and making their communities safer.

“I want to ensure that the public are able to play their part in making their neighbourhoods and communities safe. I will work with the Chief Constable to open up the police force to the contributions that the public as volunteers want to make. This is recognition that there is a valid role for members of the public in policing – to bring new skills and new perspectives and to help us to enhance our service.”

Crime prevention and community safety is the responsibility of every one of us. Individuals and communities have the potential to play a significant role in helping the police to cut crime and to make our areas safer. The financial pressures we face mean we need to look to develop the police volunteering base across Devon and Cornwall.

The Commissioner remains determined to see a transformation in the support and management of people who wish to help their communities stay safe by volunteering with the police. Wider involvement in policing can help build confidence in the police, improve understanding of their work and can also help to aid transparency.

Notwithstanding the good work by current volunteers, the management infrastructure to support them is not yet fully developed. The PCC expects the police to establish an effective volunteer programme supported by appropriate resources and an effective management system. The PCC will be looking to the Chief Constable to provide visible leadership in this area.

Volunteering, whilst undertaken willingly, does not mean it is ‘free’. The well-established Special Constabulary is an example. Specials give their time freely to the police service yet the cost of training, kit and equipment provided to them to carry out their excellent work comes at a financial cost. This is a sound investment and it is on this basis that the Commissioner believes that more can and should be done to encourage the public and the police to work more closely in a wider policing family.

There is already a good base to build upon. Volunteers already provide assistance to the community by monitoring CCTV footage to aid the investigation of crimes, conduct reviews of people detained in custody and undertake community safety awareness raising initiatives such as Speedwatch and Boatwatch. This is a developing picture with more to be done to ensure volunteers are encouraged, welcomed and well supported.

The Commissioner expects the Chief Constable to make available and promote new opportunities for volunteers to support the police by freeing-up officers from tasks that keep them away from the frontline. It is hoped the greater emphasis on prevention will provide further opportunities here. A strategy and supporting arrangements will be put in place and the recommendations from the independent review of police volunteering, commissioned by the PCC in 2014, will be implemented.

The Commissioner is keen to champion the concept of '*Active Citizenry*', the belief that our communities are home to a myriad of skills and abilities that would greatly benefit society when targeted effectively. Organisations, not solely the police, should encourage the public to fulfil the potential that is offered through volunteering. The public should receive more assistance in working to improve their communities through clearer information, better support and genuine encouragement. We want to assist members of the community to work together and propose ways in which they could support community safety initiatives themselves. When a group of people have a well-refined proposal, and with checks and balances in place, we will consider providing small establishing grants to get the wheels in motion to launch a project.

The Commissioner will:

- Champion and enable greater involvement by citizens and communities to support policing, and help keep their communities safe including ways to prevent crime occurring.
- Provide grant funding and support, when appropriate, to help initiatives get off the ground.
- Encourage businesses to work more closely with the police to help deter crime and apprehend offenders.
- Maintain the PCC Awards Scheme
- Assess the recommendations from the volunteering in policing review to improve opportunities for community involvement.

The Commissioner expects the Chief Constable to:

- Implement approaches that put a greater focus on crime prevention to reduce demand on the police, particularly in peak summer months.
- Develop new ways to work with citizens and communities in policing, crime prevention and community safety and in particular how they can help manage demand on the police.
- Deliver at least 150,000 hours of service per annum by Special Constables distributed across the Force area by the end of the Plan period and take forward the agreed recommendations of the 2015 review of the Special Constabulary.
- Seek new ways of utilising Special Constables in particular to utilise their skills to support delivery in specialist areas and their location to support visible local policing.
- Deliver a significant increase in hours of service per annum by other volunteers (non-Specials) in policing across Devon and Cornwall by the end of the Plan period.

- Ensure the public, local councils and other representative groups have a variety of opportunities to raise neighbourhood community safety matters with the police and partners and that they receive timely answers on the action taken by the police.
- Implement the recommendations from the volunteering review.
- Improve engagement, support and infrastructure within Devon and Cornwall Police to ensure the long term sustainability of volunteering and satisfaction of volunteers.

The Commissioner will work with partners to:

- Improve the opportunities for the public to volunteer with the police and seek their support to implement the recommendations from the volunteering review.
- Ensure the public, local councils and other representative groups have a variety of opportunities to raise neighbourhood community safety matters with the police and partners and can receive timely answers and feedback to partners' issues.
- Assist with the establishing of networks and promote opportunities for the public to participate in policing more effectively through guidance, support and advice.

ANNEX 1: PERFORMANCE AND CRIME MEASURES

How we will measure success and hold the Chief Constable to account.

We have identified the overall outcomes that we expect to be delivered by police and other partners in support of each of the six priority areas described in the plan. These are:

1. To make our area a safer place to live, work and visit - reducing the likelihood that people will become victims of crime.
2. To reduce the crime and harm caused by the misuse of alcohol.
3. To make every penny count in protecting policing for the long term.
4. To promote an effective criminal justice system for our area, delivering a high quality service for victims, witnesses and society.
5. To deliver a high quality victim support service across our area.
6. To encourage and enable citizens and communities to play their part in tackling crime and making their communities safer.

To help us to judge progress against these outcomes we have identified a suite of performance measures that we can use to describe where we are on track to deliver these outcomes and more importantly to identify where more work is required to ensure that the level of progress meets the expectation described in the Plan. These measures we have described as headline measures.

However, we understand that in some of the more complex areas of performance a single measure or indicator may mask concerning trends or require additional information to set the information in context.

We are also firmly of the view that while quantitative measures can inform the process of assessing performance against the overarching outcomes, the final judgement of whether we are on track to achieve each outcome needs to be made in context of a range of information both qualitative and quantitative. The power of performance management comes from the narrative debate that supports this.

In reporting against the performance management framework set out below, it is our intention to provide a narrative of the context of the quantitative measures where appropriate, in order to support the judgement of how performance is progressing against the overarching outcome.

There are a number of measures where further work is required in order to develop the measure. These measures will be developed over an agreed timeframe and the attainment level will be determined once a reliable baseline is established. The overall performance framework will be reviewed at regular intervals to ensure that it is supporting effective performance scrutiny in the priority areas of the Police and Crime Plan.

Outcome 1: To make our area a safer place to live, work and visit – reducing the likelihood that people will become victims of crime.

This priority area is one where we have paid particular attention to the national debate about the reliability of crime data. Reflecting on this debate, we have decided to focus the measures on two different aspects of crime. Firstly, there are the areas of criminality where the Commissioner expects the Chief Constable to continue to deliver reductions. These are offences such as burglary, vehicle crime, violence, criminal damage, theft and shoplifting. The second main area of focus is on those potentially high risk areas of crime where the evidence suggests that victims are sometimes reluctant to come forward to the police. These include domestic abuse, sexual offences and hate crimes. In relation to this second area of crime, the Commissioner is asking the Chief Constable to work effectively with our partners to increase victims' confidence to come forward and report these offences and to ensure that when they do come forward they receive a high standard of support, based on the victim's needs.

In addition to measures of criminality, we have also focused on three key enablers of service delivery, the ability of victims and the public to contact the police to report an incident, a measure of how confident the public are in the service provided by Devon and Cornwall Police, and the Commissioner's commitment to maintaining officer numbers above 3000 in 2015/16.

The review of the service provided in Devon and Cornwall to people calling 101 undertaken by the Commissioner in the last performance year, identified that where a caller managed to get through to someone who could help them, that the service they received was good. However, it also highlighted that for many callers there were significant barriers to getting through to this point. The performance measures that we have identified focus on ensuring a high standard of service throughout the caller's journey from first point of contact through to the service provided in response to the call. The current process for dealing with 101 calls does not allow the amalgamation of the first point of contact with the point at which someone can help the caller. However, this will change in the course of 2015/16 with the implementation of a new telephony system. A transformation of performance in the end-to-end process is anticipated when this happens.

Outcome	Headline Measure	Aim	Supporting Measure	Aim
To make our area a safer place to live, work and visit - reducing the likelihood that people will become victims of crime	Victim based crime (excluding domestic and sexual abuse and hate crime)	Improvement in performance is expected - reductions in victim based crime should continue to reflect national downward trends	Total number of recorded crimes per 1000 population	Subject to performance in victim based crime, Domestic Abuse, sexual and hate crime.
			Victim based crime specific to rural areas	TBC data being prepared - due by July 2015

			Victim based crime specific to urban areas	TBC data being prepared - due by July 2015
			Number of recorded domestic burglary offences per 1000 households (1)	Current good performance should be maintained at <1.8 offences per 1000 households
Number of recorded domestic abuse crimes and non-crime incidents	Increased public confidence to report		Victim satisfaction with support and outcome	Surveying commencing April 2015. Baseline to be established by end of July 2015 subject to volume
			Numbers of recorded repeat victims of domestic abuse as proportion of all recorded Domestic Abuse	TBC data being prepared - due by July 2015
			Home Office outcomes framework measure	Baseline to be established by end of July 2015
Number of recorded rape and sexual assault offences	Increased public confidence to report		Victim satisfaction with support and outcome	TBC data being prepared - due by July 2015 subject to volume
			Home Office outcomes framework measure	Baseline to be established by end of July 2015
Number of recorded hate crimes	Increased public confidence to report		Home Office outcomes framework measure	Baseline to be established by end of July 2015
Average time taken to answer Force Enquiry Centre calls	Transformation of performance is required data TBC		Average time taken to answer 101 calls at first pick up	Baseline to be established by end of Sep 2015
			%age of 101 callers satisfied with the overall service	Satisfaction rate of more than 80% is expected
%age of 999 calls answered in target	Current good performance of 87% of 999 calls answered in target should be maintained		Average time taken to respond to prompt and immediate incidents (attended incidents attended in target)	TBC data being prepared - due by July 2015

	Public confidence from Crime Survey of England & Wales question 'Taking everything into account how good a job do you think the police are doing in this area?'	Current good performance of 65% responding 'good' or 'excellent' should be maintained		
	Police officer establishment (above 3000)	Minimum 3,000 officers required at least until May 2016	Proportion of workforce allocated to operational frontline duties	Current good performance should be maintained

1 Domestic burglary is specifically measured as a good proxy for overall police service

Outcome 2: To reduce the crime and harm caused by the misuse of alcohol.

The evidence is clear that alcohol plays a significant role in offending. It can often make people more vulnerable to becoming a victim. It is a particularly prominent feature of the violent crime landscape in our area with crime records indicating that at least 37% of violent offences are alcohol-related. Considerable work has been undertaken over the last 12 months in order to improve the reliability of the alcohol-related violent crime measure. The latest assessment suggests that compliance in this area is now sufficiently robust for this information to be used to track performance.

Our understanding of this area has developed over the last year and the evidence that we have reviewed indicates a shift towards less serious violence. This shift is apparent in a reduction in the most serious violence category of offending and also in ongoing increases in violence without injury.

Outcome	Headline Measure	Aim	Supporting Measure	Aim
To reduce the crime and harm caused by the misuse of alcohol	Number of recorded violence with injury offences per 1000 population (excluding Domestic Abuse)	Improvement in performance is expected by reducing the rate of offending below 6.5/1000 population		
	Number of most serious violence with injury offences per 1000 population (excluding Domestic Abuse) (2)	Improvement in performance is expected with continued reductions		

	Number of recorded violence without injury offences per 1000 population (excluding Domestic Abuse)	Improvement in performance is expected by reducing the rate of offending per 1000 population	Number of recorded violence against the person (excluding Domestic Abuse) offences per 1000 population (3)	Improvement in performance is expected by reducing the rate of offending per 1000 population
	Number of recorded alcohol-related violent crime offences per 1000 population (excluding Domestic Abuse)	TBC data being prepared - due by July 2015		

2 Most serious violence with injury = Grievous Bodily Harm and wounding offences

3 Violence against the person = homicide, violence with injury and violence without injury offences (excluding domestic abuse offences)

Outcome 3: To make every penny count in protecting policing for the long term. We need to drive for further efficiency, work to secure more central funding and actively explore all avenues to deliver the significant savings we require from 2017/18 to sustain our services.

In this challenging financial climate, it is essential that we ensure we are taking all necessary steps to deliver sustainable efficiency for the future. We have developed a package of performance measures to better understand and track the progress that is being made. The measures identified in this area have necessarily attracted more formal targets in specific areas in order to ensure that the savings that are required are delivered within reasonable timeframes. In addition, many of the measures will not be delivered by the Force in isolation. Other organisations including the OPCC and Dorset Police will also be accountable either exclusively or in collaboration with Devon and Cornwall Police for delivery.

Outcome	Headline Measure	Aim	Supporting Measure	Aim
To make every penny count in protecting policing for the long term	To deliver annual savings from a Strategic Alliance with Dorset of at least £8.4m by March 2019	Deliver agreement on business cases with identified potential to achieve a minimum of £8.4m savings	Increase performance and effectiveness through the implementation of business cases	Total costs per head of population reduce by £5 per head (after excluding all other elements of cost and income change)

	OPCC costs (excluding commissioning)	To maintain operating costs at 2015/16 levels in real terms	Keep OPCC office costs (excluding commissioning) within 0.6% of annual Net Revenue Expenditure	Continued initiatives to reduce cost (4)
	Development of public and commercial fundraising streams	To be fully operational by April 2017	Improvement in income generation	To generate £1m in additional income in the year 2018/2019
			Increase income generation through specified projects	Earned income to increase by 60p per head of population

4 This is dependent on the office not taking on new functions

Outcome 4: To promote an effective Criminal Justice System for our area, delivering a high quality service for victims, witnesses and society.

Once again, the measures in this area will be delivered in collaboration with the police's criminal justice partners. The reported experiences of vulnerable adults and children held in police cells have rightly provided a focus on reducing the number of Section 136 detentions through closer partnership with health and other partners.

The last year has seen the introduction of a new national outcomes framework that will give greater clarity to the reasons for offences failing to achieve a positive outcome. This will allow us to more effectively identify and address problems. The new framework will focus on ensuring that the right outcome is achieved for each offence. Alongside this we have established data describing the disposals achieved against specific offences. We will assess the profile of outcomes and police disposals for different offence categories to ensure that the right outcome is achieved for every victim without unnecessary delays. This will include an assessment of the use of out of court disposals which will be supported by a defined scrutiny process led by the PCC.

In addition we will monitor performance in two key areas which will support better outcomes and a more efficient Criminal Justice System. These relate to police file quality and the time taken to bring a case to court.

Responsibility for reducing reoffending through rehabilitation of short-term offenders has passed to Community Rehabilitation Companies (CRCs). The PCC has a duty to monitor how effectively rehabilitation services are delivered by CRCs and other partners.

Many of these measures are not delivered by the police in isolation but rather by a coalition of partners working together through the Local Criminal Justice Board.

Outcome	Headline Measure	Aim	Supporting Measure	Aim
To promote an effective criminal justice system for our area, delivering a high quality service for victims, witnesses and society	Number of vulnerable adults and children held in police cells as a result of S136 mental health act	Transformation of performance is required in collaboration with partners to reduce number of S136 detentions		
			New outcomes framework measure(s) subject to further development	Variable reporting against specific offences - baseline to be established by end July 2015
			Community rehabilitation company performance in reducing reoffending of short term offenders through rehabilitation	Baseline to be established by September 2015
	Focused police activity to improve file quality	Transformation in performance is expected (data TBC by July 2015)	Reduce time taken between recording the offence and court date	Improvement in performance is expected (data TBC by July 2015)

Outcome 5: To deliver a high quality victim support service across our area.

The new Victims Care Unit went live in April 2015 and is supporting victims of crime in Devon and Cornwall. It is expected that this will result in significantly more victims with needs being identified and receiving support from both the police through the Victims Care Unit and from partner agencies via support referrals. For this reason, we require a transformation in performance when compared to the previous victim support provision.

All victims should have access to a high standard of service and support, and the Commissioner aspires to ensure that victims in our area are among the best served in the country. The current victim satisfaction measure is based on data provided to the Home Office and although this does allow national comparisons to be made, it only surveys a very limited set of victims. The new Victims Care Unit will support surveying a more extended sample of victims and this data will be developed and eventually replace the current Home Office data in time.

Outcome	Headline Measure	Aim	Supporting Measure	Aim
To deliver a high quality victim support service across our area	Number of victims with needs being supported	Transformation of performance is required - victim support figures as baseline	Overall victim satisfaction measured by the Home Office victim satisfaction measure (this will be replaced by a local measure of victim satisfaction with support once baseline data is available)	Improvement in current performance of 83% victims satisfied with the overall experience is expected
	Number of victims being referred to appropriate support agencies	Transformation of performance is required - subject to baseline development by end September 2015		
			Complaints allegation rate per 1000 employees	TBC data being prepared - due by July 2015

Outcome 6: To encourage and enable citizens and communities to play their part in tackling crime and making their communities safer.

The Commissioner expects the Chief Constable to work with him to increase community and citizen engagement in tackling crime and increasing community safety. There are already a number of opportunities including volunteers, special constables, neighbourhood and other watch coordinators and the Commissioner is asking the Chief Constable to increase the diversity of volunteering roles and the contribution from the number of hours worked. The Commissioner is also looking for reassurance that the citizens that give up their time to support the police are satisfied with their personal outcomes. In addition, the PCC is asking the Chief Constable to improve the timeliness of the volunteer recruitment process by reducing the number of volunteers that currently take more than 6 weeks to complete the process.

Outcome	Headline Measure	Aim	Supporting Measure	Aim
To encourage and enable citizens and communities to play their part in tackling crime and making their communities safer	Number of hours of service provided by special constables	Minimum of 150,000 hours required	Satisfaction of specials, volunteers and watch co-ordinators	Baseline to be established by end September 2015
	Number of /hours worked by volunteers	Transformation of performance is required in accordance with the Volunteering Review - Baseline to be established by September 2015	Expansion of diversity of roles available to volunteers	Improvement in performance is expected
			Timeliness of volunteer recruitment process	To reduce number of volunteers whose recruitment process exceeds 6 weeks from interview to commencement

ANNEX 2: FINANCIAL RESOURCES AND EXPENDITURE

The Commissioner has set a budget and expenditure programme in order to meet the requirements of this Police and Crime Plan whilst recognising the need to make substantial financial savings now and in the future.

The table below illustrates the budget requirement.

Summary	2015-16	2016-17	2017-18	2018-19
	£m	£m	£m	£m
Base Budget Requirement	289.0	287.7	291.7	291.5
Inflation and other unavoidable commitments	4.2	7.4	3.4	4.7
New Growth Items	0.6	1.2	1.3	0.9
Net Budget before contributions to/from Revenue Support Fund	293.8	296.3	296.4	297.1

The table below illustrates the budget deficit and savings requirements for 2015 to 2019.

Item	2015/16	2016/17	2017/18	2018/19
	£m	£m	£m	£m
Total Net Budget Requirement before savings	293.8	296.3	296.4	297.1
Funding Available	289.5	284.1	280.7	280.6
Gap to be achieved by identified savings and use of Revenue Support Fund	4.3	12.2	15.7	16.5
Contribution (to)/from Revenue Support Fund	1.8	(7.6)	(10.8)	(3.1)
Savings Identified	(6.1)	(4.6)	(2.6)	(5.9)
Unidentified Savings			(2.3)	(7.5)

ANNEX 3: GLOSSARY

APCC – Association of Police and Crime Commissioners. The national body representing PCCs in England and Wales. The APCC supports PCCs in providing this leadership at a national level. By sharing best practice and identifying opportunities to work together, or paying for services jointly, the APCC helps PCCs be more efficient and effective.

ASB - Anti Social Behaviour. The Crime and Disorder Act (1998) defined Anti Social Behaviour (ASB) as “acting in a manner that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household” (as the defendant). Usually relates to incidents (which are not necessarily crimes). When recorded by the police ASB incidents can relate to things such as youth nuisance, abandoned vehicles, nuisance vehicles and rowdy or inconsiderate behaviour. The perception of the caller is considered when classifying these incidents as ASB.

Best Bar None – A national awards scheme for all licensed premises recognising the partnerships between the licensed trade, local authorities and police.

Crime - An act punishable by law, often used interchangeable with the term ‘offence’.

CCTV - Closed Circuit Television

Code of Ethics – This code, established by the College of Policing, is the highest-level declaration of the principles and standards of behaviour required by the police service

CSP – Community Safety Partnership. The 1998 Crime and Disorder Act established partnerships between the police, local authorities, probation service, health authorities, the voluntary sector and local residents and businesses. The Police work with CSPs across Devon and Cornwall to reduce crime and disorder, consult with people in the area and devise strategies to tackle priority problems.

CJS - Criminal Justice System. The collective name given to the agencies responsible for the prevention, prosecution and punishment of crime. The CJS comprises the police, Crown Prosecution Service, Courts, Prison Service, Probation Service and Community Rehabilitation Companies.

CPS - Crown Prosecution Service. The CPS is the principal prosecuting authority for England and Wales, acting independently in criminal cases investigated by the police and others.

CRC – Community Rehabilitation Company. CRCs will manage lower and medium risk offenders in the community, referring cases to the National Probation Service where there's an escalation of risk. CRC's are run by private sector organisations, large charities and probation mutuals. In Devon and Cornwall the CRC is Working Links.

CSE - Child Sexual Exploitation is a type of abuse in which children are sexually exploited for money, power or status.

Dispersal Notice – A mechanism whereby a police officer and a Police Community Support Officer has the power to instruct a group of people to leave an area.

DV - Domestic Violence. Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality.

Financial roadmap – An exercise to identify the areas of the Police Force that have the potential to make further savings or increase income to support the efficiency requirements for 2016/17 and 2017/18.

Front-line Policing - Front-line policing is any activity completed by police officers or police staff directly focused on reducing crime and the fear of crime or bringing offences to justice.

FTE - Full-Time Equivalent. This is used to calculate the number of staff employed by hours. For example, one FTE is equal to 37 hours per week.

Hate Crime - Hate crime comprises activity involving homophobic and racial crime. It involves any crime where prejudice against an identifiable group of people is a factor in determining who is victimised.

Health and Wellbeing Boards – A forum where key leaders from the health and care system work together to improve the health and wellbeing of their population and reduce health inequalities.

HMIC - Her Majesty's Inspectorate of Constabulary. HM Inspectors of Constabulary (HMIs) are independent of the police and charged with examining and improving the efficiency of the Police Service in England and Wales.

LCJB – Local Criminal Justice Board. The LCJB works to improve the Criminal Justice System in an area and brings together police, Crown Prosecution Service, Courts and Tribunals Service, Her Majesty's Prison Service, Probation and Youth Offending Services.

Licensing Act - The Licensing Act 2003 requires licensing authorities to carry out their duties with a view to promoting four licensing objectives; the prevention of crime and disorder; public safety; the prevention of public nuisance; and the protection of children from harm. The Act also provides flexible opening hours for premises, with the potential for up to 24-hour opening, seven days a week, subject to consideration of the impact on local residents and businesses.

MAPPA - Multi-Agency Public Protection Arrangements. A partnership of the police, probation trusts and prison service to ensure the successful management of violent and sexual offenders.

MARAC - Multi-Agency Risk Assessment Conference. The MARAC process is a countywide strategic response to domestic violence and abuse that aims to increase identification of victims at very high risk of serious harm from domestic abuse; and then to produce a multi agency risk management plan to reduce the risks to victims, their children and any other vulnerable person in the household.

NTE – Night Time Economy. Economic activity which occurs between the hours of 6pm to 6am and involves the sale of alcohol for consumption on-trade (bars, pubs and restaurants).

OPCC – Office of the Police and Crime Commissioner. The organisation and staff supporting the Police and Crime Commissioner to exercise his responsibilities.

PCC - Police and Crime Commissioner. The PCC is a statutory position responsible for the totality of policing in a police Force area. The PCC, who is elected every four years by the public, must maintain a police force, ensure the Force is efficient and effective, publish a Police and Crime Plan setting out the strategic direction for policing, hold the Chief Constable to account for the performance of the police force and set a budget for policing. The PCC must also decide on the amount to raise through local taxation by way of a levy on the police element of the council tax.

PCSO - Police Community Support Officer. PCSOs are uniformed staff with a range of powers to work closely with regular officers as part of a neighbourhood policing team. Their role is to provide a highly visible and reassuring presence across the area.

POCA - Proceeds of Crime Act. Legislation enabling criminal justice partners to seize criminal assets

Police and Crime Panel – A board of local authority councillors and independent members whose role it is to scrutinise the actions and decisions of the Police and Crime Commissioner. In particular, the Police and Crime Panel has the power to veto the proposed precept on the Council Tax and a proposed candidate for the position of Chief Constable.

RCJB - Regional Criminal Justice Board. RCJB's task is to harness the collective resources and expertise of organisations across the south west to bring more offenders to justice, support victims of crime and witnesses and to provide rehabilitation services which persuade people to turn away from a criminal lifestyle.

Safeguarding – The duty on public bodies to work together to protect vulnerable people and keep them from harm.

Special Constable - Special Constables are volunteers who work to support regular police officers. Specials are an important link between regular police officers and the community. They have the same powers as regular officers and wear a similar uniform.

Strategic Alliance – A formal agreement between Devon and Cornwall Police and Dorset Police to improve services and reduce overheads. The aim of the Alliance is to sustain the

delivery of local policing and other frontline services. The Strategic Alliance is not a merger or a takeover.

SPR - Strategic Policing Requirement. A framework against which local police Forces are required to provide resources to support national policing demands.

VCSE – Voluntary, Commercial and social enterprise organisations.

Published May 2015

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ADDRESSING OF PCP'S RECOMMENDATIONS BY PCC'S WRITTEN RESPONSE IN RESPECT HIS PLANS TO REFRESH THE POLICE AND CRIME PLAN 2014-17 AND WHAT HAS BEEN INCLUDED IN THE FINAL DRAFT REFRESH (2015/16)¹

- Give domestic abuse more distinct priority and prominence in the refresh of the Police and Crime Plan.

THE PCC STATES DOMESTIC VIOLENCE HAS BEEN GIVEN MORE PROMINENCE IN THE REFRESHED POLICE AND CRIME PLAN WITH SPECIFIC MENTION IN THE SUPPORTING TEXT UNDERPINNING PRIORITY I. THE PLAN EXPLAINS THE PCC'S CONCERNS AT THE UNDER-REPORTING OF THESE OFFENCES AND THE NEED TO DO MORE TO ENCOURAGE VICTIMS TO COME FORWARD. THE PLAN ALSO REFERENCES HMIC'S FINDINGS IN ITS REVIEW OF THE WAY THE FORCE TACKLES DOMESTIC ABUSE. PRIORITY I CONTAINS SPECIFIC REQUIREMENTS ON THE PCC TO WORK TO INCREASE THE REPORTING OF DOMESTIC ABUSE OFFENCES WHILST ALSO UNDERSTANDING WHAT CAUSES SOME VICTIMS NOT TO REPORT SO THAT ACTION CAN BE TAKEN TO IMPROVE SERVICES AND SUPPORT. THE CHIEF CONSTABLE IS EXPECTED TO LOOK TO REDUCE THE RISK TO VICTIMS OF DOMESTIC ABUSE FROM BEING REPEAT VICTIMS. THE FORCE IS ALSO REQUIRED TO WORK WITH PARTNERS TO TAKE ACTION AGAINST OFFENDERS, REDUCE REOFFENDING RATES AND TO ENSURE THE SERVICES AND SUPPORT OFFERED TO VICTIMS IS EFFECTIVE. THE PCC WILL TRACK PERFORMANCE BY MONITORING COMPARISON AGAINST OTHER FORCES AND REPORT REGULARLY TO THE POLICE AND CRIME PANEL.

- That in the future, the actual draft Plan is provided to the Panel, rather than a report of plans for refreshing it in order for the draft plan itself to be fully scrutinised in public.

SINCE THE RESPONSE TO THE PCP FROM THE PCC DATED 17 FEBRUARY 2015 THE PCC HAS REVIEWED THE TIMEFRAMES FOR THE 2016/17 REFRESH AND ADJUSTED THEM TO ENSURE THE PANEL RECEIVE A FULL DRAFT OF THE REFRESH OF THE PLAN TO DISCUSS AT THE APPROPRIATE MEETING.

- Provide an update on the findings of the work being explored with Exeter in respect of improved data exchange between Police and Health re DA/DV.

THE PCC STATES THIS PROJECT HAS BEEN ADOPTED BY THE POLICE (AS PRINCIPLE OWNERS OF THE DATA) AND IS BEING LED BY SUPT CHRIS EASTWOOD ON THEIR BEHALF. THE OPCC WILL BE HAPPY TO SHARE FINDINGS WHEN THEY BECOME AVAILABLE - TO BE ADDED TO THE WORK PLAN IN THE AUTUMN/WINTER.

- Provide a brief report to the Panel in respect of what has been done to address the current issues of tracking of repeat offenders of DA, hindered, apparently, due to two different reporting systems.

THE PCC STATES THE ISSUE FROM THE PERFORMANCE MANAGEMENT FRAMEWORK RELATED TO REPEAT VICTIMS RATHER THAN OFFENDERS, ALTHOUGH BOTH WERE POTENTIALLY AFFECTED. THIS HAS NOW BEEN RESOLVED AND THE OPCC ARE NOW IN RECEIPT OF DATA THAT WILL SUPPORT MONITORING.

¹ This includes responses from the PCC/OPCC in respect of each comment/recommendation – sent by email to the Host Authority on 16 JUNE 2015

- That, at the top of page 3, fourth line down (para re Child Sexual Exploitation) of the PCC's report "Refreshing the Police and Crime Plan for 2015/16" it states "*The PCC is **looking** to all public sector leaders to take responsibility in these areas and to drive progress.*" This terminology is to be amended and strengthened in the Plan.

THE PCC HAS ADVISED THAT THIS WORDING HAS BEEN REMOVED. THE PLAN NOW MAKES CLEAR THE EXPECTATIONS ON THE POLICE AND PARTNERS INCLUDING THE APPROPRIATE ALLOCATION OF RESOURCES TO TACKLE CSE.

- Be clear in the final draft of the Plan precisely what changes to be made to priorities 1, 2, 4, 5, and 6 where emphasis and more resources are to be devoted.

THE PCC STATES THIS HAS BEEN DONE. THE INTRODUCTION TO EACH PRIORITY IN THE PLAN HIGHLIGHTS THE KEY CHANGES/AMENDMENTS WHICH HAVE BEEN MADE.

- Report back on the impact specifically of closure of Truro Police station in financial and efficiency terms.

THE PCC STATES THE DECISION TO CLOSE TRURO POLICE STATION AND RELOCATE WAS BASED ON A FULL BUSINESS CASE AND AN APPRAISAL OF THE FINANCIAL AND EFFICIENCY COSTS AND BENEFITS, PRIOR TO IMPLEMENTATION. DETAILS ON THE IMPACT HAVE NOT BEEN PROVIDED IN DETAIL.

- Reconsider the investment the PCC can make in respect of CCTV provision.

THE PCC'S POSITION REMAINS THAT RESPONSIBILITY FOR CCTV DOES NOT LIE WITH THE PCC OR THE POLICE. HOWEVER, THE PCC RECOGNISES THE CHALLENGES FACED BY SMALL COMMUNITY SCHEMES, PARTICULARLY IN RELATION TO CAPITAL INVESTMENT, AND AS PART OF HIS COMMITMENT TO DEVELOPING PARTNERSHIP WORK HE IS WILLING TO EXPLORE WAYS IN WHICH SUCH SCHEMES CAN BE SUPPORTED WHERE PARTNERS ARE WILLING TO PROVIDE ONGOING FINANCIAL SUPPORT.

Make Plan more 'user friendly' – less jargon, plain English and acronyms fully explained.

AS PART OF THE REFRESH OF THE PLAN, THE PCC REVIEWED IT TO MINIMISE THE USE OF "JARGON", AND A GLOSSARY HAS BEEN PROVIDED. A SUMMARY OF THE PLAN AND AN EASYREAD VERSION ARE BEING PRODUCED AND A BSL-SIGNED VERSION OF THE PLAN WILL BE PUBLISHED ON THE OPCC WEBSITE.

- Ensure 'statements' are supported with evidence and/or further commentary.

THE PCC ADVISES THAT THE PLAN IS DERIVED FROM A NUMBER OF SOURCE DOCUMENTS, INCLUDING LOCAL STRATEGIC ASSESSMENTS, THE PENINSULA STRATEGIC ASSESSMENT AND JOINT NEEDS ASSESSMENTS. THESE FORM THE EVIDENCE BASE FOR THE PLAN.

- In light of, for example, recent OFSTED feedback (Plymouth) and other concerns raised about Police presence, identify where Police are not currently engaged in safeguarding meetings, ensure there is stronger and longer-term support, commitment and more consistent policing presence as well as maintaining other resource in respect of; CSE/children's safeguarding boards/Multi-Agency Safeguarding Hubs (MASH)/Case Management meetings - and reference this in the Plan and PCC to make clear to the Chief Constable.

THE PCC STATES HE REMAINS STRONGLY COMMITTED TO PROTECTING VULNERABLE PEOPLE. AN ASSESSMENT OF THREAT, RISK AND HARM IS A FUNDAMENTAL CONSIDERATION UNDERPINNING THE DEPLOYMENT OF

RESOURCES BY THE CHIEF CONSTABLE AND THIS APPROACH IS SUPPORTED BY THE PCC. HOWEVER, OPERATIONAL DEPLOYMENT OF RESOURCES IS A MATTER FOR THE CHIEF CONSTABLE.

Make a clearer commitment to 'hidden crimes' including hate crime and crime committed in respect of 'protected characteristics' and how the police will deliver equality and diversity in light of disbanding Equality & Diversity Teams.

THE PCC STATES THAT THE PLAN PLACES A SPECIFIC RESPONSIBILITY ON THE CHIEF CONSTABLE TO ENSURE THAT THE NEEDS AND INTERESTS OF VICTIMS ARE WELL UNDERSTOOD WITHIN THE FORCE INCLUDING TAKING STEPS TO BETTER UNDERSTAND AND SUBSEQUENTLY ACT UPON THE REASONS WHY VICTIMS OF SOME CRIMES, INCLUDING HATE CRIMES, ARE RELUCTANT TO REPORT. THE NEW VICTIMS CARE UNIT HAS A SIGNIFICANT FOCUS ON PROVIDING SPECIALIST HELP AND SUPPORT TO VICTIMS THROUGH A WIDE RANGE OF PROVIDERS, INCLUDING THOSE WHO HAVE SPECIALIST EXPERIENCE IN HATE CRIME. AT A PERFORMANCE LEVEL THE OPCC HAVE SPECIFICALLY REQUESTED ANALYSIS OF THIS ISSUE FROM THE CHIEF CONSTABLE AND AWAIT THIS EVIDENCE TO INFORM OUR UNDERSTANDING OF THE CHALLENGES IN ORDER THAT WE CAN HOLD THE POLICE TO ACCOUNT FOR SERVICE PROVISION IN THIS AREA.

- Make reference to 'Prevent Duty' and how PCC and Police are expected to respond.
THE PCC HAS NOT SPECIFICALLY INCORPORATED A REFERENCE TO THIS IN THE FINAL DRAFT REFRESH – THE PCC REQUIRES FURTHER CLARIFICATION ON WHAT IS REQUIRED – AND WOULD BE HAPPY TO ACCOMMODATE ANY REQUEST FOR FURTHER INFORMATION OR A REPORT.
- In light of HMIC's concerns re the 'erosion of neighbourhood policing' - provide the Panel with the report the PCC has requested from the Chief Constable that defines neighbourhood policing in terms of function and resourcing that aims to better protect this foundation service to the public and source of intelligence.
IN THE REFRESHED PLAN THE PCC HAS REITERATED HIS COMMITMENT TO NEIGHBOURHOOD POLICING. THE CHIEF CONSTABLE IS LEADING IMPORTANT WORK THIS YEAR TO REVIEW THE EXISTING POLICING STRATEGY TO ENSURE THAT WE HAVE A SUSTAINABLE POLICING MODEL FOR THE NEXT FIVE YEARS THAT CONNECTS THE POLICE AND COMMUNITIES. IT IS INEVITABLE THAT THERE WILL BE SOME DIFFICULT CHOICES AHEAD BUT THE OVER-RIDING PRIORITY WILL BE TO KEEP THE PUBLIC SAFE. THE PCC IS COMMITTED TO CONSULTING PARTNERS ON THE PROPOSED MODEL AND THIS WILL BE INCLUDED AS PART OF THE 'TRANSFORMATION' ITEM ALREADY ON THE WORK PLAN FOR THE MEETING SCHEDULED FOR OCTOBER 2015.
- PCC to consider reflecting in the budget to CSPs funding for actively seeking views of communities and not just reacting to them along with a commitment to CSPs for administration in order to deliver against priorities in the Plan.
THE PCC HAS NOTED THIS AND THIS WILL BE CONSIDERED AS PART OF THE NEXT BUDGET PLANNING ROUND FOR THE 2016/17 FINANCIAL YEAR. UPDATE TO BE ADDED AS PART OF THE ITEM ON THE 'PRECEPT' FOR THE MEETING SCHEDULED FOR FEBRUARY 2016.
- Provide a report, as soon as possible to the Panel, on the transformation and efficiencies to be achieved from the Strategic Alliance with Dorset.

THE PCC IS PROVIDING AN UPDATE ON THE STRATEGIC ALLIANCE TO THIS MEETING (3 JULY 2015).

- Keep the PCP informed throughout the consultation process of the finalising of the refresh of the Police and Crime Plan (between now and the end of March 2015) of the progress being made and the option to comment on any significant changes via the Chair/Vice Chair of the Panel.

THE PCC STATES THERE HAVE BEEN NO SIGNIFICANT CHANGES, FOLLOWING THE POLICE & CRIME PANEL'S REVIEW OF THE PROPOSALS FOR THE DRAFT PLAN. THE CHAIR WAS PROVIDED WITH A COPY OF THE PLAN PRIOR TO ITS PUBLICATION IN MAY.

DEVON AND CORNWALL POLICE AND CRIME PANEL

Subject: Scrutiny and Work Plan
Date: 3 July 2015
Author: Sarah Hopkins, Community Safety and Partnerships Manager
Host authority: Plymouth City Council
Contact details: Tel: (01752) 305542
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Executive Summary:

The Police and Crime Panel (PCP), established by the Police Reform and Social Responsibility Act 2011, is responsible for scrutinising and supporting the actions and decisions of the Police and Crime Commissioner (PCC).

At the PCP meetings held on 9 April 2013¹ and 11 July 2013² the PCP agreed the criteria and considerations for carrying out detailed scrutiny reviews and a work plan of proactive scrutiny topics. The PCP also agreed to limiting itself to one 'proactive' and one 'reactive' topic per year for its detailed reviews and having the Police and Crime Plan as a standing item on future PCP agendas to assist with identifying reactive scrutiny topics.

An updated work plan for 2015/16 is attached as Appendix 1.

In 2013, the PCP scrutinised its first two topics; the 'proactive' one being "How is the Police and Crime Commissioner making his commissioning decisions and what are his future commissioning intentions?" and the first 'reactive' topic being "The Police and Crime Commissioner's staff and consultancy appointments".

In 2014, the PCP scrutinised the 'reactive' topic "The Police and Crime Commissioner's and Chief Constable's Devon and Cornwall Police Public Contact Strategy – Station Enquiry Rationalisation" and the 'proactive' topic "How is The P&CC Strengthening Relationships and Showing Leadership in Partnership Working?" Both reviews were undertaken using a select committee style approach which has since been adopted by the PCP as its preferred method of scrutiny for its detailed reviews.

This report makes recommendations for the next scrutiny topics, taking account of the previously agreed list of proactive topics, recent suggestions received from Panel members for reactive topics, and the limited resources available.

Recommendations and Reasons for recommended action

It is recommended that the PCP:

1. Agrees that today's scrutiny item "Is the significant reduction in engagement of Neighbourhood Watch Volunteers in Plymouth reflected Across Devon, Cornwall and the

¹ <http://www.plymouth.gov.uk/mgInternet/documents/s45456/Scrutiny%20work%20programme%20report%20FINAL.pdf>

² <http://www.plymouth.gov.uk/mgInternet/documents/s47844/REPORT%20-%20SCRUTINY%20FINAL.pdf>

Isles of Scilly and, if so, what is the PCC doing to address it?” is considered as the ‘reactive’ scrutiny item for 2015

2. Agrees the next topic for proactive Scrutiny from the list in 1.5 in this report and that this item is scrutinised as part of the PCP meeting scheduled for 18 December 2015.
3. Agrees the work plan for the PCP for 2015/16 (Appendix 1).

The aim is to ensure scrutiny is undertaken in a planned way against priorities and within the limited resources available.

Alternative options considered, and reasons for recommended action

The alternatives would be to:

1. undertake scrutiny only on a reactive basis;
2. not undertake scrutiny at all; or
3. undertake a much more comprehensive programme of scrutiny.

Options 1 and 2 would severely restrict the scope and influence of the PCP’s work. Option 3 could not be delivered within existing resources. LGA guidance³ advises that the PCP could limit itself to reactively carrying out just the statutory/special functions, and does not have to develop a scrutiny programme, but it does not recommend this.

Previous scrutiny by the PCP has demonstrated that this can be achieved successfully as part of scheduled PCP meetings using a select committee style approach rather than setting up Task Groups. As there are limited resources and there is no additional funding, it is recommended the PCP continues with this approach.

Background Papers: None

³ http://www.local.gov.uk/c/document_library/get_file?uuid=8d1c912f-eb6d-47ac-bbfd-6e6eeec7cac6&groupId=10171

I. Introduction

- I.1 At its meeting on the 9 April 2013, the Police and Crime Panel (PCP) was provided with a report outlining its statutory role and functions concerning scrutinising the work of the Police and Crime Commissioner (PCC). The PCP agreed the following scrutiny topics:
- How is the PCC delivering the objectives in his Police and Crime Plan? **(This is already scrutinised regularly as a ‘standing item’ on every PCP meeting Agenda)**
 - How is the PCC making commissioning decisions and what are his future commissioning intentions? **(Complete)**
 - How is the PCC strengthening relationships and showing leadership in partnership working? **(Complete)**
 - 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?
- I.2 The first ‘proactive’ scrutiny topic carried out by the PCP from the list in paragraph I.1 was “How is the PCC making commissioning decision and what are his future commissioning intentions” at its meeting on 11 October 2013. The first ‘reactive’ scrutiny topic carried out by the PCP was “The PCC’s staff and consultancy appointments” at its meeting on 20 December 2013.
- I.3 In 2014, the PCP scrutinised the ‘proactive’ topic from the list in paragraph I.1 “How is The P&CC Strengthening Relationships and Showing Leadership In Partnership Working?” at its meeting on 19 December 2014. The ‘reactive’ topic “The Police and Crime Commissioner’s and Chief Constable’s Devon and Cornwall Police Public Contact Strategy – Station Enquiry Rationalisation” was scrutinised at its meeting on 17 October 2014. Both reviews were undertaken using a select committee style approach which has since been adopted by the PCP as its preferred method of scrutiny for its detailed reviews.
- I.4 At the PCP meeting held on 6 February 2015, Members agreed a ‘reactive’ scrutiny topic for this meeting “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?”. Recognising that there are limited resources available, the PCP is asked to agree this as its ‘reactive’ topic for 2015.
- I.5 The PCP is asked to review the list of outstanding proactive topics in I.1 and select one of the following as the next ‘proactive’ scrutiny topic for 2015:
- 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?

If PCP members are in agreement, it is suggested that the selected scrutiny review takes place as part of the PCP meeting scheduled for 18 December 2015.

- 1.6 The PCP has the option to consider whether to carry out scrutiny as part of regular Panel meetings as suggested in paragraphs 1.4 and 1.5 above, or to set up Task Groups. If the PCP commissions a Task Group, refer to Appendix 2. However, previous scrutiny by the PCP has demonstrated that this can be achieved successfully as part of scheduled PCP meetings using a select committee style approach rather than setting up Task Groups. As there are limited resources and there is no additional funding, it is recommended the PCP continues with this approach.

2015/16 WORK PLAN FOR THE DEVON AND CORNWALL POLICE AND CRIME PANEL

last updated 19.6.2015

3 JULY 2015 (INCLUDES ITEMS BROUGHT FORWARD FROM CANCELLED MEETING 10 APRIL 2015)	Appointment Of Chair Of PCP	Host Authority	
	Appointment Of Vice Chair Of PCP	Chair	
	PCC's proposed level of precept including Progress of recommendations made by the Police and Crime Panel	Police and Crime Commissioner	
	PCC's Final refresh of the Police and Crime Plan including progress of recommendations by the Police and Crime Panel.	Police and Crime Commissioner	
	(Standing Item) Consult PCP on Panel Work Plan 2015/16 to include proposals for Scrutiny Work Programme ('reactive' (advise NHW is first reactive) and 'proactive' items) for 2015/16	Host Authority	
	"Reactive Scrutiny" of Neighbourhood Watch "Is the significant reduction in engagement of NHW volunteers in Plymouth reflected across Devon, Cornwall and the Isles of Scilly and, if so, what is the PCC doing to address it?"	Host Authority/Police and Crime Panel/ Police and Crime Commissioner	Select Committee style incl witnesses. Send research documents out as 'background reading' to Panel Members prior to Agenda dispatch.
	Report on the PCC's "Volunteering Review" to include: <ul style="list-style-type: none"> • whether the current programme of volunteering is 'fit for purpose'. • how can the PCC and Chief Constable widen involvement of volunteering beyond the traditional ways? • how can the relationship and mind-set of the Police be developed to work with volunteers? • What has been learned and what could be more widely implemented in light of the Cornwall pilot? 	Police and Crime Commissioner	Shaun Sawyer?
Update on Strategic Alliance with Dorset to include:	Police and Crime Commissioner	Invite Chair from Dorset Police and	

	<ul style="list-style-type: none"> • Impact on Communities. • What has been enacted and what savings/efficiencies has this generated. • Further details on the South West Procurement Departments collaborative approach has achieved significant savings and what they are. 		<p>Crime Panel</p> <p>Note: Devon and Cornwall are the lead force for the South West Procurement Dept which acts on behalf of Devon & Cornwall, Dorset, Gloucestershire and Wiltshire.</p>
	<p>(Standing Item) PCC's Performance Report Report to include:</p> <ul style="list-style-type: none"> • what the measures/attainment figure/baseline/secondary outcomes are – what does success look like/what is success being based on and bring all information into "one place". Revised version to be run via Chair of PCP first. • Add arrows that give 'direction of travel' in addition to the RAG rating. • More clearly describe/define trends/performance in respect of the Hate Crime measure and analysis and understanding barriers for reporting. • Clearer commentary on how performance measures are being achieved and that also shows the differences across the force area. • What has been done to address the current issues of tracking repeat offenders of Domestic Abuse, hindered apparently due to two separate reporting systems. 	<p>Police and Crime Commissioner</p>	
	<p>(Standing Item) PCC's Update Report to include:</p> <ul style="list-style-type: none"> • Findings of the evaluation and National Review of the 'Street Triage' Pilot Scheme and commissioning options. • PCC's response to the Home Office S136 Review Consultation and how recommendations will be implemented across Devon and Cornwall. 	<p>Police and Crime Commissioner</p>	

		<ul style="list-style-type: none"> Victim Services – update re initial implementation from 1 April 2015. Update on how the PCC intends to continue funding SARCs across Devon & Cornwall (adult and paediatric provision) in light of the new PHE User Requirements. Update on the innovative income generation approaches being implemented/ considered including <ul style="list-style-type: none"> the viability of introducing initiatives and options for the scrapping of untaxed/abandoned vehicles as an income generator. Options for maximising capital receipts, commercialisation and leasing options, joint initiatives with partners, and maximising return on estates in revenue terms that will minimise reliance on the use of reserves and an increase in police precept. 		
		(Standing Item) Report from OPCC in respect of any Non-Criminal Complaints about the PCC	Police and Crime Commissioner	
9 October 2015	(Date to be confirmed)	Annual Report of the Police and Crime Commissioner <i>(if not covered in previous meeting)</i>	Police and Crime Commissioner	
		PCC's Report on Police Custody Centre Review <i>(if an appropriate time)</i>	Police and Crime Commissioner/Chief Constable	
		PCC's Progress report on PCC's plans for transforming policing to cope with future demands and protecting neighbourhood policing to include: <ul style="list-style-type: none"> A detailed report clarifying where staff and other budgetary reductions will be made as a matter of priority. A detailed longer-term strategy of how the policing landscape will look in four years' time 	Police and Crime Commissioner/Chief Constable	Shaun Sawyer?

		<p>and how savings will be realised and accompanying budgetary information for this longer-term strategy.</p> <ul style="list-style-type: none"> • In light of HMIC’s concerns re the ‘erosion of neighbourhood policing’ - provide the Panel with the report the PCC has requested from the Chief Constable that defines neighbourhood policing in terms of function and resourcing that aims to better protect this foundation service to the public and source of intelligence. • Provide the Panel with a report of initial details and proposals for income generation. 		
		<p>PCC’s Progress Report on implementation of Victims Services to include:</p> <ul style="list-style-type: none"> • how has the PCC met the requirements of the Victims Code and EU Directive. • Progress on implementation of activity undertaken in relation to the results of the review undertaken in relation to what individual victims of crime can do to prevent re-victimisation and to provide the PCP with the results of the survey of the Devon and Cornwall Business Council which was undertaken to understand what crimes are being committed in relation to businesses, how much is reported and what businesses need in terms of support. 	Police and Crime Commissioner	
		<p>PCC’s Update on Police 101 Number – PCC and Chief Constable to provide an update on how developments to improve performance of the service is progressing following the PCP’s review in Dec 2014 and PCC’s 101 Review to include progress on the implementation of the PCC’s recommendations and the following:</p> <ul style="list-style-type: none"> • (SMART) Timescales for delivery of the recommendations in the PCC 101 Review. • Staffing levels in the Contact Centre • Whether ‘blue phones’ outside police stations 	Police and Crime Commissioner/Chief Constable	

	<p>have been given priority in the 101 queue.</p> <ul style="list-style-type: none"> • Have the issues of delay been addressed? • What alternatives have been considered and implemented as a robust IT alternative for people who do not/are unable to use or have no access (incl connectivity) in rural areas/areas of poverty. • What current and future arrangements are in place/being considered for joint working/ initiatives. • How has the PCC maximised on the willingness of the public to assist with the challenge of 101 and other similar challenges. 		
	(Standing Item) Consult PCP on update of Panel Work Plan 2015/16	Sarah Hopkins	
	Effectiveness and integration of the Special Constabulary - results of the review to include background and key areas addressed.	Police and Crime Commissioner/Chief Constable	
	(Standing Item) PCC's Performance Report	Police and Crime Commissioner	
	<p>(Standing Item) PCC's Update Report to include</p> <ul style="list-style-type: none"> • Victim Services Commissioner – 6 month post implementation review. • What is being done to ensure that the priorities and performance measures are better understood at all levels throughout the force in a way that demonstrates that staff are clear about these and they are contributing – eg consider setting related objectives in individual performance/development reviews (a process that goes beyond existing surveys, via Managers and the review of complaints) 	Police and Crime Commissioner	
	(Standing Item) Report from OPCC in respect of any Non-Criminal Complaints about the PCC	Police and Crime Commissioner	

18 December 2015	(Date to be confirmed)	Proactive Scrutiny Item – yet to be agreed	Host Authority/Police and Crime Panel/Police and Crime Commissioner	
		Station Enquiry Desk Closures – Monitoring Report (requested from PCP meeting 19.12.2014) to include: <ul style="list-style-type: none"> • Audit of Engagement Plans – what was the public feedback? • Progress on improvements to the 101 service • EIA – impact on and mitigation for offenders having to travel further to attend alternative Police Stations. 	Police and Crime Commissioner/Chief Constable	
		Update on the findings of the work being explored with Exeter in respect of improved data exchange between Police and Health re DA/DV.	Police and Crime Commissioner	
		With the Chief Constable, provide a report to the PCP on the viability of introducing initiatives and options for the scrapping of untaxed/abandoned vehicles and the potential for income generation.	Police and Crime Commissioner/Chief Constable	
		(Standing Item) PCC’s Performance Report	Police and Crime Commissioner	
		(Standing Item) PCC’s Update Report	Police and Crime Commissioner	
		(Standing Item) Report from OPCC in respect of any Non-Criminal Complaints about the PCC	Police and Crime Commissioner	
5 February 2016	(Statutory Meeting)	Precept <ul style="list-style-type: none"> • To include details of proposed significant future savings, to include what each saving represents in % terms of the overall budget line. • An appendix showing the purpose of earmarked reserves, the forecast risks they are expected to cover and plans for their use over the four year period of the MTFS and to provide this annually from this point forward. 	Police and Crime Commissioner/Police and Crime Panel/	

		<ul style="list-style-type: none"> PCC to consider reflecting in the budget to CSPs funding for actively seeking views of communities and not just reacting to them along with a commitment to CSPs for administration in order to deliver against priorities in the Plan. 		
		Police and Crime Plan – Full draft to be submitted to the Panel in accordance with legislation (which states “a draft plan or variation”) with most up to date consultation results.	Police and Crime Commissioner	
19 February 2016	(provisional statutory)	Only needed if Precept vetoed.		
15 April 2016	(provisional)	No items at present.		

NB: This report will be regularly reviewed/amended and updated in light of statutory/legislative changes, actions and recommendations emerging from PCP meetings, and if other reactive scrutiny items are identified and agreed in liaison with the Chair of the Police and Crime Panel.

CoPaCC Thematic Report on PCC's and Partnership (circulate if made available) CoPaCC planning to publish immediately after General Election. Contact Bernard Rix on 07711 043988	Sarah Hopkins/ Jo Heather
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SCOPING DOCUMENT FOR SCRUTINY ITEMS/TASK & FINISH GROUP CONSIDERATIONS

(1) SCRUTINY TOPIC:	
(2) REQUIRED OUTCOME/OBJECTIVE OF THE SCRUTINY EXERCISE:	
(3) TYPE OF ENQUIRY:	
<p>Options for the enquiry:</p> <ul style="list-style-type: none"> • Direct engagement with the PCC and/or a member/s of his staff • Direct engagement with communities of geography/interest (through phone/email contact, canvassing them for views, or inviting them to a scrutiny task and finish meeting/event) • Issues that seem to be disproportionately represented through non-criminal complaints about the Police and Crime Commissioner • Other scrutiny reviews • Issuing questionnaires/surveys (or piggy-backing on existing surveys) • Site visits • Document analysis • Comparisons with other Force areas/PCPS/PCCs • Any other types of enquiry 	
<p>Witnesses required, for example: Communities of geography/communities of interest/Partner Agencies/Experts/Business representatives Voluntary/Community Groups/Service users/Professional experts</p>	
(4) IF CARRIED OUT BY THE PCP - AT WHICH MEETING?	
(5) IF A TASK GROUP IS REQUIRED¹	
(Note: Task Groups are not required to be undertaken in public).	
Host Authority to agree the details of the process in consultation with the PCP Chair or the Chair of the Task Group ²	
Nominated Chair (if not Chair of Panel)	
Start Date	
Completion date	
PCP Members	
Other co-opted (non-Panel) members	
PCC and/or Officers of PCC required	
Frequency/number of meetings	
Date to report back to the PCP	
Estimated amount of PCP members' time	
Estimated amount of Support Officer time	
Estimated additional expenses eg travel costs, research commissioning and how will this be funded?	
Deadline for reporting back to the PCP (It is recommended this is scheduled on the same day as a regular PCP meeting to minimise the call on resources)	

¹ Task Groups do not have to be politically or otherwise proportionate, but consideration should be given to representation across the Force area. To help the effectiveness of the group, individuals' skills and expertise should be taken into account. It is recommended that the size of a Task Group should be between three and six members.

² Refer to Host Authority guidance setting out the role of the Task Group Chair, witnesses and any co-opted representatives and the arrangements for their involvement in scrutiny reviews.

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DEVON AND CORNWALL POLICE AND CRIME PANEL

Subject: Scrutiny of “Is the significant decline in Neighbourhood Watch Schemes in Plymouth reflected across Devon, Cornwall and the Isles of Scilly – and if so, what is the Police and Crime Commissioner doing to address it?”

Date: 3 July 2015

Author: Sarah Hopkins, Community Safety & Partnerships Manager

Host authority: Plymouth City Council

Contact details: Tel: (01752) 305542 Email: sarah.hopkins@plymouth.gov.uk

Executive Summary:

In accordance with Section 28(6)(a) of the Police Reform and Social Responsibility Act 2011, the Police and Crime Panel (PCP), is responsible for scrutinising and supporting the actions and decisions of the Police and Crime Commissioner (PCC). The PCP meeting on 6 February 2015 agreed a ‘reactive’ Scrutiny topic “**Is the significant decline in Neighbourhood Watch Schemes in Plymouth reflected across Devon, Cornwall and the Isles of Scilly – and if so, what is the Police and Crime Commissioner doing to address it?**” The scrutiny review is to be undertaken adopting a ‘select committee’ style approach.

In liaison with the Chair of the PCP, the Host Authority has conducted, on behalf of the PCP, a range of direct engagement with communities, Neighbourhood Watches (NHWs), and other organisations across the force area. This has been carried out to determine whether they think the decline in NHW Schemes in Plymouth is reflected across Devon, Cornwall and the Isles of Scilly – and if so, what they think the Police and Crime Commissioner should do to address it.

The Host Authority has acquired some additional relevant information from the Police in Plymouth and at Force level (Appendices 6 and 7) to assist the PCP in scrutinising this topic.

In preparing for this scrutiny topic, the Host Authority has taken account of the legislation, Panel Arrangements and Rules of Procedure, and Local Government Association Guidance¹.

Recommendations & Reasons for recommended action:

It is recommended that the PCP:

- adopts a select committee style approach to scrutinise the issue of “Is the significant decline in Neighbourhood Watch Schemes in Plymouth reflected across Devon, Cornwall and the Isles of Scilly – and if so, what is the Police and Crime Commissioner doing to address it?”

1

- delegates responsibility for drafting the panel's findings and proposed recommendations to the host authority, in consultation with the Chairman which will be provided in a final report to be formally reviewed and agreed at the next meeting of the PCP. This report will be made available to the PCC in draft form.

The above reflects the PCP role to effectively and robustly scrutinise the PCC's decisions in an open and transparent manner and ensure that issues of mutual concern or interest can be shared in a way that is both constructive and supportive.

Alternative options considered, and reasons for recommended action:

An alternative would be not to undertake a reactive scrutiny role which would limit the PCP's influence on the issue of "Is the significant decline in NHW Schemes in Plymouth reflected across Devon, Cornwall and the Isles of Scilly – and if so, what is the Police and Crime Commissioner doing to address it?" This would mean the PCP is not fulfilling its function in legislation² to carry out investigations into decisions made by the PCC and into topics of particular interest, or public concern.

Further Information:

http://www.nipolicingboard.org.uk/neighbourhood_watch_evaluation_final_report_-_nov._2007.pdf

[http://www.ourwatch.org.uk/uploads/general/Measuring_NHW_-_Views_of_Effectiveness_\(2009\)_Richard_Slatter.pdf](http://www.ourwatch.org.uk/uploads/general/Measuring_NHW_-_Views_of_Effectiveness_(2009)_Richard_Slatter.pdf)

http://www.crim.cam.ac.uk/people/academic_research/david_farrington/nw.pdf

http://www.nottswatch.com/images/site_images/I5882_Appendix_D_Slatter.pdf

² Police Reform and Social Responsibility Act 2011 s28(6)

1.0 INTRODUCTION

- 1.1 On 2 February 2015 the PCP agreed its first 'reactive' scrutiny topic for 2015/16 would be "Is the significant decline in Neighbourhood Watch (NHW) Schemes in Plymouth reflected across Devon, Cornwall and the Isles of Scilly – and if so, what is the Police and Crime Commissioner (P&CC) doing to address it?" It is considered appropriate not only to publically scrutinise this issue but in doing so to be offering support and acting as a critical friend. The scrutiny review is to be undertaken adopting a 'select committee' style approach.

2.0 BACKGROUND

- 2.1 On 11 July 2013, the PCP adopted some principles for selection of scrutiny topics. The Chair is satisfied that this scrutiny topic meets those criteria in particular:-
- **Public Interest:** the concerns of local people should influence the issues chosen for scrutiny
 - **Ability to Change:** priority should be given to issues that the PCP can realistically change
- 2.2 The Chair, in liaison with the Host Authority, agreed it would be useful to carry out, on behalf of the PCP, a range of direct engagement with communities, neighbourhood watches, the Force Lead for NHW, PCP members and other organisations across the force area. This has been carried out to determine whether they think the decline in NHW Schemes in Plymouth is reflected across Devon, Cornwall and the Isles of Scilly – and if so, what they think the Police and Crime Commissioner should do to address it. This was carried out in two ways, as follows:
- 2.2.1 Firstly, consideration was given to contacting relevant agencies and organisations throughout Devon, Cornwall and the Isles of Scilly across a range of disciplines. A letter was prepared (**Appendix I**) and sent direct, including to the following agencies³:
- Local Authority Leaders and Chief Executives
 - Police and Crime Panel Members (asking them to cascade to their respective Council Member colleagues)
 - All Plymouth City Council Members
 - Cornwall Council's Community Network Managers as a means of liaising with Cornwall's Town & Parish Councils
 - Community Safety Partnerships
 - Age UK (Devon) and Age UK (Cornwall)
 - Victim Support
 - Devon & Cornwall Community Watch Association (DaCCWA⁴)
 - Devon Grapevine
 - Devon ReForm
 - South West Forum
 - Neighbourhood Watch (Plymouth)
 - Age UK Devon

³ This is not an exhaustive list.

⁴ The umbrella organisation for Devon & Cornwall NHWs)

- Age UK Cornwall
- Local Criminal Justice Board

All of the above were asked to forward to any other colleagues, partners, and agencies they thought might have something to contribute.

There were a large number of responses received, and these have been combined and are attached (**Appendix 3 and 4**).

2.2.2 Secondly, an 'open letter' from the Chair of the PCP was prepared and published (**Appendix 2**) for a time limited period on the Devon and Cornwall Police and Crime Panel Website, containing similar content to the letter referred to in paragraph 2.2.1, seeking views from members of the public in respect of the proposals. It is not believed that any responses were received in response to the 'open letter'.

2.3 The engagement in paragraphs 2.2.1-2.2.2 above assists the Host Authority with identifying potential witnesses to add further value to the PCP's scrutiny process by them attending the meeting, giving verbal evidence and responding to questions from the PCP members. The Chair agreed with the Host authority that, on this occasion, witness attendance would add further value to the scrutiny of this topic, and therefore, the following witnesses have been invited to give evidence:

- Lorraine Robinson, Secretary to Plymouth NHW Forum
- Rob Paterson, former Chairman of Restormel District NHW Forum
- Julie Downton, Devon & Cornwall Community Watch Association (DaCCWA – the umbrella organisation for Devon & Cornwall NHWs)?

Witnesses have been fully briefed by the Host Authority and provided with a copy of the PCP's 'Witness Charter' (**Appendix 5**).

2.4 What stood out as the main points of feedback from the engagement exercise /responses received carried out in paragraphs 2.2.1-2.2.2 was:

- There is a perception of a reduction in effective NHW Schemes particularly in Newquay, Plymouth, Exeter, East & Mid-Devon, the previous "Restormel Borough Council" area in mid Cornwall, Launceston Town Council, Dowederry and Lanlivery. However, levels remain static in Devon's South Hams area.
- There were some views that 'NHW' was 'out-dated' and that future effectiveness was based on the use of more modern forms of technology for communicating with communities, eg use of internet and emails.
- NHWs need to be brought up to date with the multi-cultural and ethnic diversity needs of people living in Plymouth.
- A common thread was the perception of either reduced or withdrawal of Police support that was viewed as key to the central coordination of NHWs along with the provision of training, information (eg Starter Packs), coordination of/attendance at various NHW meetings, promotion of schemes to attract new members, and support for setting up new schemes. Some NHWs feel 'isolated' and not part of the policing family which may result in a further decline. There was concern that 'communication' with 'watches' was inconsistent and/or lacking.

- A couple of respondents mentioned the need for clearer structures and lines of ‘governance and accountability’.
- There was a suggestion that maybe too much responsibility was being placed on DaCCWA to provide more coordination.
- DaCCWA themselves are of the view that they don’t recognise the decline that has led to this being subject of this Panel’s scrutiny. However, they acknowledge the decline in Plymouth but are working hard with local Police to address this, working with the recently appointed “Citizens in Policing” Office – viewed as a positive commitment by the Police in Plymouth to support and develop ‘watches’ and police volunteers. DaCCWA invited Panel members to get in contact with their Board in order to challenge their perceptions.
- There are a number of initiatives across Devon and Cornwall that have been implemented to either build on, or fill any gaps in, NHW coverage, for example ‘Street Net’⁵ in Newquay, ‘Neighbourhood Health Watch’⁶ in mid-Devon, and Torbay’s ‘Feel Safe Scheme’⁷ and ‘Ourwatch Scheme’⁸, which appear to have been successful in their respective areas. Similarly a scheme between South Liverpool Homes (SLH) working in partnership with Merseyside Police offers a free scheme, called Immobilise⁹.
- There is a view that it is currently unclear how, or if, NHWs/ Forums/Schemes link in with the P&CC’s Victim Care Unit.
- An idea has been put forward suggesting Community Safety Partnerships could explore how NHWs could be contributing, as part of a wider partnership, to the delivery of priorities in their Annual Strategic Assessments of Crime and Disorder.
- There do not appear to be any processes that measure NHW effectiveness, for example:
 - How many volunteering hours have been provided?
 - What training is being delivered to support volunteers?
 - Whether effective ‘Watches’ are being established in areas with the highest crime?
 - How do levels of crime compare between those areas with active and those with less or inactive watches?
 - The demographic profile of watch coordinators.
 - What difference is being made?

2.5 The Chair and officers from the Host Authority have considered what other information may be useful to the PCP when it scrutinises this topic. Three reports have been acquired as follows:

- Report from Inspector Paul Morgan (Force Lead for NHW), in respect of the force position in respect of this scrutiny item (**Appendix 6**).
- Report from Sergeant Miranda Dalton, (Plymouth Police lead) in respect of the local Police position in respect of this scrutiny item (**Appendix 7**).
- Report from the PCC (**Appendix 8**).

⁵ <http://www.cornishguardian.co.uk/Newquay-police-launch-new-Street-Net-community/story-22863882-detail/story.html>

⁶ <http://www.neighbourhoodhealthwatch.org.uk/>

⁷ <http://www.torbaywatch.org.uk/>

⁸ <http://torbaynhw.ourwatch.org.uk/>

⁹ <https://www.immobilise.com/articles/fivemostwanteditems>

An officer from the Host Authority has also been keeping in close liaison with Police Officers who support the Plymouth NHW Schemes and the latest developments have been incorporated in paragraph 2.6 below:

2.6 What stood out as the main findings from the additional information acquired in 2.5 above and from the discussions with Plymouth Police was:

- In the 1990s, there was more dedicated support in the form of a Police Sergeant who led coordination of NHWs. Following the civilianisation of this post 10 years later, this appeared to have led to resignations and folding of NHWs.
- The numbers of NHW Coordinators in Plymouth in 2006 was cited as circa 800 with roughly only 80 active at that time. However, the figure of 800 has never been substantiated. All areas see fluctuations in schemes, which often reduce markedly when personal details are audited. Sometimes figures cited include Coordinators and members which can distort the figures.
- Although records vary, and prior to the topic being scrutinised by the PCP, it was believed that there were in the region of 200 coordinators in Plymouth. In order to verify this, all 200 were contacted by the Police in March 2015 initially via email to confirm their involvement/interest – only 12 replied. Following this the remainder received a personal visit from the Police Neighbourhood Teams to gauge their interest/update contact details. This exercise has in fact determined the true level of involvement in Plymouth to be in the region of 142¹⁰ confirmed coordinators and in the region of 160 unconfirmed who the Police are still trying to make contact with. This is on a par with membership in other parts of the force area (refer to Appendix 6).
- At a Force level, the only record that is kept of NHW numbers is people who have registered as recipients of community messages¹¹. Hence that is likely to be why the numbers vary at a Force (359) and local Plymouth (circa 142+) level.
- In 2014, Plymouth appointed a Community Safety Sergeant and a ‘Citizens in Policing’ Officer whose role is to develop Special Constables, Cadets, Police Volunteers and NHWs. This role has been key to improving relationships and redesigning the focus between Police, the Plymouth NHW Executive Committee and DaCCWA.
- Plymouth has an allocated NHW office at Devonport Police Station co-located with the Police Community Safety Office and the Safer Plymouth Team and are provided with a Police terminal and landline solely for their use. The Plymouth Executive Committee has an ‘office volunteer’ but due to their recent illness, an additional volunteer is being sought.
- It is the intention of the Police and the NHW Executive Committee to re-launch NHW via Neighbourhood Teams, social media, a promotional event bringing together existing Coordinators and members, and engagement with partner agencies.
- As part of the re-launch of NHW in Plymouth, a new project is to be trialled, to be known as “Activ8”, in conjunction with NHW, which will encourage them to set up “walking groups” as a means to identifying issues in their respective areas, getting to know their ‘patch’, and promotion of the Neighbourhood Watch Scheme. This will also have the benefit of building relationships between Coordinators and showing NHW as being truly active in within their communities.
- It is felt that the brand of ‘NHW’ still carries the old-fashioned connotation of ‘curtain twitchers’ and gives the wrong impression of what is involved/required and the real benefits and potential of what NHW Schemes can deliver. So some consideration will

¹⁰ As of 19.6.2015

¹¹ <http://www.devon-cornwall.police.uk/our-services/community-messaging/community-messaging-explained/>

be given to refocusing the emphasis of the schemes in Plymouth to be more geared around health, wellbeing, and vulnerability and not just reporting crime.

The conclusion is that there has not actually been a rapid decline of NHW Coordinators in Plymouth, but that between the loss of the full time Police Watch Office Member, followed by the long period of sickness of the Watch Office Volunteer that replaced the Police Watch Office Member, this has simply led to a reduction in regular contact with Coordinators and diminished support and communication which is now being addressed. It is very strongly felt that Coordinators should ideally have access to email and internet facilities in order to maintain regular communication and to assist with keeping membership records up to date.

From a Force perspective, they are of the view that Plymouth NHW is fully supported and there is 'no concern' as to the direction it is progressing in.

DaCCWA are aware that, whilst NHW within Plymouth was in need of reinvigoration, they are very pleased with the involvement of the local police who have been trying to achieve this. Additionally they do not support the view that there is a decline in NHW Schemes across the Force area as a whole.

The Chief Constable endorsed a "Citizens in Policing" Strategy for the Force at the beginning of 2014 agreed in conjunction with the OPCC. This strategy includes the desire to strengthen and support watch schemes and volunteers generally. Plymouth appointed a specific "Citizens in Policing" Officer to assist delivery to the City's needs. The NHW review in Plymouth will mean it is better positioned to deliver a vibrant watch Office now than at any time in the last 5-6 years.

3.0 NEXT STEPS

- 3.1 At this Panel meeting, the PCP will be asked to delegate responsibility for drafting the panel's findings and proposed recommendations to the host authority, in consultation with the Chair which will be provided in in a final report to be formally reviewed and agreed at the next meeting of the PCP. This report will be made available to the PCC in draft form.

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Names/address to be added

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March 2015

Dear

Devon and Cornwall Police and Crime Panel Scrutiny Review - Call for evidence regarding: “Is the significant decline in Neighbourhood Watch Schemes in Plymouth reflected across Devon, Cornwall and the Isles of Scilly – and if so, what is the PCC doing to address it?”

At its meeting on 6 February 2015, the Devon and Cornwall Police and Crime Panel (PCP) agreed to conduct a scrutiny review in relation to the **“Is the significant decline in Neighbourhood Watch Schemes in Plymouth reflected across Devon, Cornwall and the Isles of Scilly – and if so, what is the PCC doing to address it ?”**

The role of the PCP is to provide support and scrutiny challenge to the Police and Crime Commissioner (PCC), to promote openness in the transaction of police business and also to support the PCC in the effective exercise of their functions. The PCP is not responsible for scrutinising the performance of the police force as a whole or the Chief Constable, as this is the responsibility of the PCC. Both the role of the PCC and the PCP were created as part of the Police Reform and Social Responsibility Act 2011, which brought in new structural arrangements for national policing, strategic police decision-making, neighbourhood policing and policing accountability.

It has come to light at recent Police and Crime Panel Meetings, that the number of Neighbourhood Watch Schemes in Plymouth has fallen significantly which is concerning, and it is unclear why. It is also not clear whether this is the case across the rest of the Devon, Cornwall and the Isles of Scilly – and the Police and Crime Panel would like to understand this better.

The Police and Crime Commissioner has a priority in his Police and Crime Plan 2014-17¹:

Priority 6: “To encourage and enable citizens and communities to play their part in tackling crime and making their communities safer.”

To assist, attached at **Appendix I**, are relevant extracts from the Police and Crime Plan in respect of the Police and Crime Commissioner’s Priority 6 and commitments to how he intends to

¹ <http://www.devonandcornwall-pcc.gov.uk/Document-Library/The-Police-and-Crime-Plan-2014-FINAL.pdf>

encourage and enable citizens and communities to play their part in tackling crime and making their communities safer.

This scrutiny review will, therefore, seek to:

- **Understand whether the fall in Neighbourhood Watch Schemes is reflected across the whole of Devon, Cornwall and the Isles of Scilly**
- **If this is the case, to understand why?**
- **Whether the PCC is doing enough to deliver “Priority 6” in his Police and Crime Plan.**

The PCP is due to undertake the review at its next meeting on 10 April 2015 and will be adopting a select committee style approach. In order to assist the PCP Members in effectively scrutinising the topic, the Panel is seeking written evidence from stakeholders and members of the public through the provision of responses to the following questions:

1. **Are you now, or have you ever been, a member of a Neighbourhood Watch Scheme?**
2. **Do you think there has been a fall in Neighbourhood Watch Schemes in your area (please state which area)?**
3. **If your answer to Question 2 is ‘Yes’, why do you think that is the case – and what impact do you think this has had?**
4. **Do you think the PCC is doing enough to encourage and enable greater involvement by citizens and communities to support policing, reducing antisocial behaviour and to help reduce crime and, in particular, Neighbourhood Watch Schemes?**
5. **If your answer to question 2 is “No”, what do you think the Police and Crime Commissioner should be doing to encourage greater involvement in schemes such as Neighbourhood Watch?**

The PCP would be grateful for your written responses to some or all of these questions. **The deadline for written responses is Wednesday 25 March 2015** and responses should be sent to:

Sarah Hopkins
Community Safety & Partnerships Manager
& Lead Officer – Devon & Cornwall Police and Crime Panel
Plymouth City Council
Civic Centre
Plymouth
PL1 2AA

Email: sarah.hopkins@plymouth.gov.uk

Please also let us know if you would be willing and able to attend PCP meeting on 10 April 2015, as a witness, to provide verbal evidence, and provide contact details. There will be a limited opportunity to hear from witnesses and those invited will be notified in advance.

Please note that, depending on the level/number of responses received, we may need to summarise responses for presentation to the Panel.

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Yours faithfully

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Councillor Roger Croad
Chair, Devon and Cornwall Police and Crime Panel

(Plymouth City Council is the Host Authority for Devon and Cornwall Police & Crime Panel and views expressed by the Panel are not necessarily those of the Authority).

The priority in the Police and Crime Plan 2014-17:

- **Priority 6: To encourage and enable citizens and communities to play their part in tackling crime and making their communities safer.**

Extracts from the Police and Crime Plan in relevant to Priority 6:

1. "...Focusing on crime prevention where we want to work collectively with individuals, communities and businesses..."
2. "...The public want to do more and we want to look at how we can engage them more directly in keeping their communities safe. Closer engagement provides a valuable bridge between the police and communities and will help foster greater understanding and boost confidence in the police..."
3. "...This Plan initiates a review of the current extent of volunteering within the policing family to explore the benefits of widening the use of volunteers and to look at how we can make the most of volunteering. It also recognises the need to address issues relating to infrastructure to ensure that volunteers are properly supported. We will be working closely with the police service and partners to engage these groups closely in work to encourage greater participation by individuals and communities in crime prevention and to improve community safety..."
4. The Commissioner will: "Actively encourage and enable greater involvement by citizens and communities to support policing, reducing antisocial behaviour and to help us reduce crime."
5. Through this Plan the Commissioner expects the Chief Constable to seek out new opportunities for volunteers to support officers, staff and PCSOs in appropriate circumstances. A specific review of existing volunteering opportunities will be carried out and steps will be taken to ensure that there is a clear, robust strategy and that support systems and structures are in place.
6. The Commissioner will:
 - Champion and enable greater involvement by citizens and communities to support policing, and help keep their communities safe including ways to prevent crime occurring.
 - Support the development of active citizenry schemes and community projects by working to remove unnecessary barriers and red tape.
 - Establish PCC Awards to recognise the most effective schemes and ideas.
 - Explore how the police and partners can better support existing schemes.
 - Ask the Chief Constable to review the scope and scale of volunteering in policing and examine:
 - The volume and range of volunteer roles and civic engagement opportunities.
 - The potential costs and benefits of more radical approaches to civic engagement and community involvement.
 - How we can make the most of volunteering.
7. The Commissioner expects the Chief Constable to:
 - think creatively about how to work with citizens and communities in policing, crime prevention and community safety and, in particular how they can help manage demand on the police in peak summer months
 - Review the current extent of public participation within policing and community safety, including the existing support infrastructure and work with the Commissioner, partners and volunteering organisations to build a strategy for:
 - Greater involvement of volunteers in policing, including a wider range of roles.
 - Identifying and pursuing opportunities to work with others to boost volunteering.
 - Improving engagement, support and infrastructure within Devon and Cornwall Police to ensure the long term sustainability of volunteering and satisfaction of volunteers.
 - Improving the diversity of the volunteer base
8. The Commissioner will work with partners to:
 - Engage them in work to review the relationship between policing, communities and citizens – to share experiences, ideas and best practice.

- Assist with the establishing of networks and promote opportunities for the public to participate in policing more effectively through guidance, support and advice.
 - Support him in finding new ways to optimise volunteering and in helping with the review of existing activities.
9. **Delivery of 'headline' performance measure "Number of hours worked by volunteers:** (currently RAG-rated as RED "transformation of performance is required").

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‘Open Letter’ from the Chair of Devon and Cornwall Police and Crime Panel to members of the public in Devon, Cornwall and the Isles of Scilly

March 2015

Is the significant decline in Neighbourhood Watch Schemes in Plymouth reflected across Devon, Cornwall and the Isles of Scilly – and if so, what is the PCC doing to address it?

At its meeting on 6 February 2015, the Devon and Cornwall Police and Crime Panel (PCP) agreed to conduct a scrutiny review in relation to the **“Is the significant decline in Neighbourhood Watch Schemes in Plymouth reflected across Devon, Cornwall and the Isles of Scilly – and if so, what is the PCC doing to address it?”**

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It has come to light at recent Police and Crime Panel Meetings, that the number of Neighbourhood Watch Schemes in Plymouth has fallen significantly which is concerning, and it is unclear why. Additionally, it is also not clear whether this is the case across the rest of the Devon, Cornwall and the Isles of Scilly – and the Police and Crime Panel would like to understand this better.

The Police and Crime Commissioner has a priority in his Police and Crime Plan 2014-17¹:

Priority 6: “To encourage and enable citizens and communities to play their part in tackling crime and making their communities safer.”

To assist, attached at **Appendix I**, are relevant extracts from the Police and Crime Plan in respect of the Police and Crime Commissioner’s Priority 6 and commitments to how he intends to encourage and enable citizens and communities to play their part in tackling crime and making their communities safer.

This scrutiny review will, therefore, seek to:

- **Understand whether the fall in Neighbourhood Watch Schemes is reflected across the whole of Devon, Cornwall and the Isles of Scilly**
- **If this is the case, to understand why?**

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- **Whether the PCC is doing enough to deliver “Priority 6” in his Police and Crime Plan that would encourage greater community volunteering and involvement in schemes such as Neighbourhood Watch.**

The PCP is due to undertake the review at its next meeting on 10 April 2015 and will be adopting a ‘select committee’ style approach. In order to assist the PCP Members in effectively scrutinising the topic, the Panel is seeking written evidence from stakeholders and members of the public through the provision of responses to the following questions:

1. **Are you now, or have you ever been, a member of a Neighbourhood Watch Scheme?**
2. **Do you think there has been a fall in Neighbourhood Watch Schemes in your area (please state which area)?**
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4. **Do you think the PCC is doing enough to encourage and enable greater involvement by citizens and communities to support policing, reducing antisocial behaviour and to help reduce crime and, in particular, Neighbourhood Watch Schemes?**
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Extracts from the Police and Crime Plan in relevant to Priority 6:

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QUESTIONS

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2. Do you think there has been a fall in Neighbourhood Watch Schemes in your area (please state which area)?
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5. If your answer to question 2 is "No", what do you think the Police and Crime Commissioner should be doing to encourage greater involvement in schemes such as Neighbourhood Watch?

RESPONSE FROM	QUESTION NUMBER	ANSWER
Colin Taylor Chair of Isles of Scilly Community Safety Partnership. St Mary's Isles of Scilly	1	There have never been any Neighbourhood Watch schemes on Scilly
	2	As there have never been any schemes here there has consequently never been a fall or rise in schemes.
	3	N/A
	4	With regards to Neighbourhood Watch the time and effort of the PCC is almost certainly better spent in the other two counties.
	5	Introducing Neighbourhood Watch Schemes on Scilly would be potentially very different to increasing numbers on the mainland. With consistently under 100 reported crimes per year (71 in 2014) I would not think the juice was worth the squeeze for what would be likely to be very low or no take-up. Adopting NHW schemes would be tantamount to admission of the fact that there is some crime on Scilly which would run counter to the very strong myth that islanders like to perpetuate in promotion of tourism to the islands, "The Land That Crime Forgot".

RESPONSE FROM	ANSWER
Edward Gregory	<p>I write in response to your open letter dated, March 2015, concerning the apparent decline in the effectiveness of Neighbourhood Watch Schemes (NHW). Until December 2013 I was a Police Volunteer (PV) at Newquay police station. I was on a team of PVs tasked with assisting the Newquay NHW Managers to expand the coverage of NHW in Newquay, and also to transfer the NHW data bases from the local NHW computer onto the Devon and Cornwall computer network. The proposed expansion and changes never took place in spite of nearly a year's efforts by a team of dedicated PVs, purely because the initiative was proposed by the local Neighbourhood Police Inspector, but not supported by the NHW managers. In reality, NHW actively opposed any change to the status quo.</p> <p>My answers to your open letter questions follow:</p> <p>I have never been a member of a NHW Scheme. I moved here just as the existing scheme ceased to operate.</p> <p>Yes, there has been a reduction of effective NHW schemes in Newquay.</p> <p>The present Newquay NHW Managers are reluctant to:</p>

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	<ol style="list-style-type: none"> a. accept changes to their operating procedures. b. introduce modern office procedures. c. communicate regularly with their NHW members. d. motivate their NHW Scheme members. <p>I have insufficient knowledge to make a valid judgement.</p> <p>NHW Schemes are supervised and managed by volunteers, and herein lies its weakness. The NHW command structure places too much responsibility on Devon and Cornwall Community Watch Association (DaCCWA). There is no subordinating level in the chain of command to assist in monitoring the performance of each NHW Office, or to seek replacement volunteers to refill vacancies. When the Newquay Neighbourhood Policing Inspector realised that he was unable to persuade NHW to accept an expansion of coverage in Newquay, and modern management methods, he transferred the scheme to become a police-led initiative and renamed it Street Net. This is administered from the Local Policing office, by uniformed officers, on a no-cost basis, and has two-way communication between the police station and the Street Net members. The Police and Crime Commissioner needs to encourage those towns that have ineffective NHW to adopt Street Net instead.</p>
<p>RESPONSE FROM</p>	<p>ANSWER</p>
<p>Will Blagdon Richmond Walk (Plymouth), NHW Coordinator</p>	<p>My name is Will Blagdon and I am the NHW Co-ordinator for the Richmond Walk area of Devonport, Plymouth. I have run this NHW for about 10 years and been asked to respond to comments about the decline of NHW in the Plymouth area. Our group is very successful and pro-active , meeting at least 4 times a year with a balance of members from both local residents and businesses. Our meetings are well managed with written agendas and minutes and have a regular, well attended number. We organise regular presentations at meetings from local organisations and have good local Police links especially with PCSOs.</p> <p>I have been to most of the Plymouth NHW AGMs in the past few years and there has been an obvious fall in support and representation. The city NHW executive appear to have been losing strategic support and funding and a measurable drop in links with local Police - there were no Police representatives at the 2014 AGM.</p> <p>The city executive (all volunteers as are the NHW's themselves) seem to have been cast adrift and this lack of co-ordination I would suggest has had a significant impact on the city NHW framework. I always believed the watches were a strategic part of the Police's community engagement and crime prevention -at a minimal cost to the force. At a time when Police budgets are</p>

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	<p>being suffocated I would suggest the NHWs are more needed than ever to support the community officers to reduce the fear of crime, promote crime prevention and report incidents. Local knowledge is vital and as we see more officers and PCSOs in particular being given larger patches, the NHWs provide important localised intelligence and links to the communities they serve.</p> <p>There seems to be little if no support for watches and less encouragement to support the Police. We all read the news about emergency service budget cuts but these watches are often small groups of residents who want to help their communities but need a decent level of support and maybe a sense of recognition. Our watch is completely self funded and can draw on the skills of those involved including professional people who can run structured meetings and have city strategic contacts in the local authority but I am sure many watches do not have these assets. Training is critical to successful watches but all forms of support appear to have been lost. Meetings are only useful if they have content and targeted outcomes. There also needs to be evidence that actions result from discussion and progress can be reported at each meeting.</p> <p>Ten years ago there were clear, tangible links to the local Police force, including help with advice on how to run meetings, and plenty of documents and support from the local crime prevention officer. NHWs now feel isolated and with no recognised place in the Policing structure. Should this be allowed to further diminish the future of NHW is at risk. The city and Police can only benefit from well supported, properly focused watches but they need help.</p>
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RESPONSE FROM	QUESTION NUMBER	ANSWER
Geoff Carter	1	I am the co-ordinator for a local scheme in Plymouth, and was responsible in setting it up.
	2	Don't know.
	3	As question 2
	4	I have not seen any evidence in the media that this is the case. Media coverage recently has portrayed this role in a negative way - going on holiday and missing a meeting and spending a large amount of money on office improvements.
	5	I hope this role is scrapped and the police are allowed to run their forces with the support of lay people in elected committees, who can provide feedback on behalf of the general public who are the recipients of the service given. Continued financial cutbacks in the police service are a bad idea. The effects are detrimental to our society. Things will get worse.

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RESPONSE FROM	ANSWER
<p>Gerry Moore Community Safety and Anti- Social Behaviour Co-ordinator For East Devon</p>	<p>For some time I have been concerned re the coordination of NHW. When I was the Crime Reduction Sergeant for East Devon from 1999 to 2004 we had a group of volunteers who used to come into the Police Station at Exmouth, liaise with the Police Crime Prevention Officer and local officers, make phone contact with the coordinators of areas where there were crime issues. They would be given sanitised data about the problems which they would pass onto their watch members. The volunteers would also try to increase the number of watches by going to events with local Police NBMs or PCSOs.</p> <p>At about the same time my colleague Julia Ryder was employed by the Police as the Watch Development Officer and her specific role was contact with the various watch schemes to keep them updated as well as trying to increase them. She left her post to take up her current one and the post was not continued.</p> <p>Now I'm afraid this coordination does not exist for a number of reasons:</p> <ul style="list-style-type: none"> • Due to the severe cuts Neighbourhood Teams have been reduced and those that are left haven't got the time to service NHW. I also believe that because of these pressures senior officers expect NHW to stand on its own two feet. Coordinators however quite rightly expect contact with the Police because that is why they became coordinators. • Community Messages from the Police are good but not as good as face to face or phone contact. <p>My overall impression is that there are thousands of very supportive members of the public out there who are willing to get involved but would like to see the Police more involved. I do however appreciate why it's not happening but I'm trying to answer the original question.</p>
RESPONSE FROM	ANSWER
<p>Julia Ryder Community Safety & Emergency</p>	<p>I would like to take the opportunity to respond to the open letter that was recently circulated regarding the perceived decline of NHW Schemes. I have experience of both working with police to promote NHW and also as a NHW Coordinator in my neighbourhood.</p> <p>From 2003 to 2005 I was employed by Devon & Cornwall Police as a Watch Development Officer. My role was to support existing</p>

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<p>Planning Officer</p>	<p>NHW Schemes and to promote and establish new NHWs, and all other types of watch groups in the Exeter, Mid and East Devon areas. There was a similar role that covered North Devon and Torridge Districts too. During this time there was great interest from the police in supporting watch groups and encouragement given to ensure all coordinators were signed up to the Police Community Messaging Service. Police officers and PCSOs would help to establish groups and would attend meetings when requested. I facilitated volunteers to enter police stations to help with the NHW recruitment and to help keep records of local NHW Schemes. Whilst keen these volunteers, and indeed the Coordinators within the communities, needed continued support and input from the police service in order to keep their interest, and to provide them with direction. It was quite a task to get them to take any independent action and they were much happier to be invited to attend organised conferences and presentations, rather than arrange anything for themselves.</p> <p>When I left in 2005 my post was not filled, nor the post in North Devon when that post holder left a few months later. It was around this time that the police lost the local coordination of NHW groups within police patches. As there was no one person to go to for information about starter packs, insurance etc, the police and PCSOs became more confused about how to start a watch. Paperwork and the NHW message became sketchy. A consistent approach and message was gradually eroded away by lack of time and investment.</p> <p>I know now that in East Devon and Exeter the volunteers in the police stations stopped attending several years ago, and we have recently now sadly lost our last volunteer for Cullompton Police Station.</p> <p>Numbers of NHW have most definitely declined in Exeter, East & Mid Devon. In my current role as Community Safety Officer I am very aware of the decline and patchy support that is offered to the remaining NHW Coordinators left in place. They will rarely hear from their local police or PCSO although probably continue to receive Community Messages (but it is unclear in reality how many messages are passed onto watch members). I resigned as a Coordinator for my street several years ago as there was general apathy from the residents and I didn't get much input from the local officers – however I do appreciate that I live in a very low crime area.</p> <p>My professional opinion is that whilst NHW has its place, the very nature of volunteers it attracts are quite 'needy' and mainly reliant on some kind of central coordination and information point.</p> <p>In my current job role I have taken on Emergency Planning and I have to consider how we can improve community resilience to much wider community issues than just crime. I am therefore working to establish emergency response volunteers and I am promoting Neighbourhood Health Watch which covers a much wider remit of community support</p>
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	<p>than just crime and disorder. It is about general good neighbourliness and looking out for each other. This too is supported by the police, but also other agencies and it really does encourage the community to stand on it's own feet, rather than be reliant on someone advising them what to do. We now have four such schemes in Mid Devon which are working very well with little input from agencies.</p> <p>In summary I would definitely confirm that numbers of NHW groups have dropped but this could be down to the elderly coordinators where no younger replacements have been sought or found. That can be down to apathy due to low crime areas.</p> <p>Can I be so brave as to suggest that it might be that NHW has had its day? Perhaps let's focus on another form of community support to improve local resilience at many levels that may just happen to include reduction of crime and disorder if that's what the community wants/needs.</p> <p>This may not answer your questions as you intended but I think it important that you consider the wider picture.</p>
<p>RESPONSE FROM</p>	<p>ANSWER</p>
<p>Zena Davis. Former Vice-Chair, Restormel District Neighbourhood Watch Forum.</p>	<p>I have been forwarded the Open Letter from the Chair of Devon and Cornwall Police and Crime Panel by my friend and former Chairman of the Restormel District Neighbourhood Watch Forum. I was very involved with Neighbourhood Watch both as a co-ordinator and as the vice-chair of the district Forum for several years and also as a police volunteer, in answer to your questions copied below, yes, there has been a continual decline in viable local schemes and general involvement in NHW because of its failure to fit in to today's world of technology and instant communication, with police stretched to the limit police officers cannot spend time in NHW local meetings and trends are generally moving away from the more formal meetings to more timely forms of communicating information. Whilst Community involvement in encouraged in local policing the existing mechanisms of liaison with Neighbourhood groups need to be radically changed. An excellent model of improving greater involvement and communication between police and the community can be seen in the Street Net initiative led by a Police Inspector in Newquay. For your information I include herewith some of the content of my resignation letter from the Forum which dissolved in April 2014 and it encompasses many of the key points that I felt were damaging NHW. Clearly it is a specific example but you can filter out the more general points expressed in the letter. I no longer am actively involved in Neighbourhood Watch, I still act as a local co-ordinator but there is such little local communication from police in St Austell or NHW that it is of little use to myself or neighbours. I receive information from Our Watch alerts, Community messaging but unless NHW reinvents itself in a form that is fit for purpose in 2015 the Police cannot progress its involvement with the community. I do not wish to attend the panel</p>

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	<p>meetings but you are free to take any sections of my letter to use as evidence of my experience of NHW failings.</p> <p><i>Letter content (individual names have been removed):</i></p> <p>There are four main categories of failings that have led me to believe the Forum can no longer adequately provide the aims and objectives set out in its Constitution. Communication, Guidance, Support & Direction.</p> <p>When supporting the Chair, the Forum was a cohesive group working within the framework of our Constitution with both NHW area Offices and the respective Office Managers contributing reports, information, data and goodwill. John led the proceedings, delegating duties to Office Managers and liaised closely with DaCCWA to promote and progress the Neighbourhood Watch across our region.</p> <p>When the successor took over as Chair his passion for moving things forward, embracing new technologies, modernising methods of progress and introducing accountability within NHW ruffled feathers. Others, myself included, relished the opportunity to make NHW more suited to our electronic communications and busy lives. But, what I initially believed to be "ruffled feathers" turned out over the months to be deep seated and embittered views creating an environment which, on occasions, actively obstructed the progress of NHW which led to my disillusionment and my perception of the failings within the Forum.</p> <p>Communication:</p> <p>Failures in communication between members of the Forum Committee – Office managers would ignore or delete e-mails or requests from the Chairman because they had been told in March 2013 by DaCCWA that the Offices were "Nothing to do with the Forum" added together with a general unwillingness to assist, fuelled by personal agendas, led to many difficulties in the working relationship between the Chair and the Office Mangers. Members of Newquay Office Volunteers held personal grievances against each other, refusing to work with each other which resulted in squabbles, ill feeling and resignations - surely we are all on the SAME side? 2) Failures in communication between DaCCWA and the Forum – Julie was asked repeatedly by Rob for clarification over the situation with the Office Managers and their mantra of "The Offices are nothing to do with the Forum", DaCCWA as an Organisation, or Julie as an individual have consistently failed to formally advise the Forum committee as to why the Office Managers were told that Forum's Constitution was invalidated without DaCCWA notifying the Chairman of the Forum. DaCCWA failed to explain why the Offices are no longer an integral part of the Forum, the ramifications of that decision are core to the fracture in the Forum and finally for my own part, I published a quarterly newsletter on behalf of the Forum for many</p>
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	<p>years, I was told that DaCCWA wished for it to be a more "Corporate" document to include Police & County information, I duly provided specimen templates, and sent it to DaCCWA for approval, that was May 2013. 11 months later I still didn't even have the courtesy of a reply but note that some offices are using a scaled down version of the template, it is just one of many examples of a lack of communication creating frustration. Failures in communication between the Forum and the membership caused many difficulties. Without the involvement of the Offices, who are the link to all of the Members, the Forum cannot directly make contact with the Membership and as such cannot be "The Voice of the Community" in NHW matters. It was, in my view, a catastrophe to cut the ties between the Forum and the Offices, the only direct communication that any Forum members (with the exception of those members volunteering in the Office) have received from general members of the public are a number of complaints about the Offices which the Chairman resolved or were passed on to the relevant personnel. Surely, if this Forum is supposed to be the conduit to facilitate communication of ideas between the public and the offices, it has failed.</p> <p>Guidance: There has been absolutely no guidance from anyone at DaCCWA as to the correct procedures for running the Forum. The longstanding RDNHWF Constitution that had been the framework for the running of the Forum was invalidated. Nothing was provided to replace that framework. The Forum was left with only unconfirmed snippets of information from the Office Managers, including the fundamentally important statement that DaCCWA's own Constitution was under review and we should await that Constitution before we can decide upon the future of the RDNHWF. The Forum was not, and to date, has not, been provided with either an original or updated version of any Constitution and, as such, the last twelve months of trying to maintain a formal structure to the Forum was impossible. An example of a lack of guidance can be cited from a very recent e-mail from the Treasurer of DaCCWA. The e-mail forwarded to members of the Forum was in the form of a very curt reminder that all Forum assets belonged to DaCCWA as the Supervising Authority, it seemed to have an undercurrent bordering on the suggestion of potential mismanagement of the Forum's accounts which is wholly inaccurate, perhaps that information would have been better placed and more politely structured in the provision of a Guidance Documents for Treasurers of Forums outlining the controls of individual Forum bank accounts on behalf of NHW etc. because I am a signatory on the bank account and as far as I am aware RDNHWF always had the accounts independently audited every year for the AGM and neither the Treasurer or myself were ever in receipt of any documented advice or guidance from the supervising authority to support that role.</p> <p>Support: It greatly saddens me that the lack of support for embracing progress and change within NHW has virtually held the Forum to ransom, individual's bias and personal agendas overwhelmed the main purpose of our operation which was to promote NHW, it is with regret that this lack of support has proved very detrimental to the progress of NHW. Whilst all Forum members can and</p>
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	<p>should relay their own views and opinions in a democratic way in healthy debate at the meetings without a consensus of opinion regarding the core principles and purpose of the Forum there are continued struggles between those opposed to change and those embracing change. The Forum is unable to move forward and the continual uphill struggle by the Chairman to feel supported by the Offices and DaCCWA is a situation I find very uncomfortable to watch.</p> <p>Direction: Whether the Forum continues, whether the Forum is dissolved is a matter for a democratic vote but either way the Forum needs direction. That direction should come from the overarching involvement of DaCCWA.</p> <p>All four of the reasons I believe have contributed to my resignation, the lack of communication, the lack of support, the lack of guidance and the lack of direction can all be remedied by an open and inclusive relationship with DaCCWA and partner agencies. By providing a nurturing and supportive role for the volunteers, by guidance, advice and consultation. Most of all it needs a standardised approach to the Offices and the Forums so we all understand who does what, how, when, and why things are done, I do not think that is an unreasonable target.</p> <p>I believe that it is fair to say that over the last year I have witnessed malevolence, obstruction, exclusion and complicity, not exactly my idea of the perfect set of values for Community Volunteering. So, regretfully, it is the time for me to step away from the Forum and focus on more positive volunteering opportunities.</p>
<p>RESPONSE FROM</p>	<p>ANSWER</p>
<p>Julie Dowton Devon and Cornwall Community Watch Association</p>	<p>Thank you for sending a copy of your recent "open letter" about Neighbourhood Watch (NHW) issues across the Devon and Cornwall force area.</p> <p>I am the Chairperson of the Devon and Cornwall Community Watch Association (DaCCWA) which is the umbrella organisation for all Watch Schemes across Devon, Cornwall and the Isles of Scilly. As an organisation we manage the many "Watch Offices" that operate within police stations across the force and support the development of NHW as an underlying provider of community safety, resilience and capacity.</p> <p>In essence, I and my fellow Board members do not recognise the premise inherent within your scrutiny review that NHW appears</p>

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	<p>to be a dwindling and fading resource. Indeed, we are somewhat concerned that this issue is deemed to require Police and Crime Panel focus upon what the Police and Crime Commissioner may be doing about this. Any issue or concern about NHW schemes in Plymouth should be addressed to DaCCWA and we would work with the local police commander to identify and address any concerns.</p> <p>This "scrutiny" would appear to be scrutinising the wrong thing.</p> <p>DaCCWA are aware that NHW within Plymouth was in need of reinvigoration. We have been very pleased at the involvement of the local police in trying to bring this about; that they have invested in a dedicated "Citizens in Policing" officer is testament to their intentions to support and develop Watches and police volunteers within the City. So far, this has been a productive relationship and DaCCWA have been involved in discussions as to how best to organise Watches and their representation within Plymouth. Such a refocusing will frequently uncover a drop in the number of co-ordinators that can be deemed "active" as records are checked when a new watch office is set up.</p> <p>I have no doubt that the provision of office space, access to police systems and support and a growing list of volunteers prepared to assist will expand Plymouth's schemes again.</p> <p>However, I must return to my aforementioned concern that this would appear to be a misplaced "scrutiny". NHW is an independent movement that works alongside policing and many other partners interested in community safety. The Police and Crime Commissioner supports and values the efforts of the many NHW schemes across the force area, but is not responsible for their introduction and development. This is the remit of DaCCWA.</p> <p>I question the merits and motivation behind the setting up of a panel to handle this issue in what amounts to a "select committee" approach. We are working with Plymouth police to rectify many issues regarding how the City's NHW have organised themselves and been supported over the past few years and we support fully the approach being taken. I and my fellow DaCCWA Board members struggle to understand how the Police and Crime Commissioner scrutiny delivered by the Police and Crime Panel can be extended to focus upon such a tactical issue as NHW schemes in Plymouth (despite a somewhat forced attempt to transform this into a force issue).</p> <p>I am pleased that there is such an apparent interest in NHW emerging, but fear it is misplaced in this context. I see on a daily basis the evidence of active NHW schemes all across the force area.</p>
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	It is for these reasons that DaCCWA is unable to support the assertion that NHW schemes are facing "significant decline" and feels that the approach being taken here is somewhat flawed. I would encourage interested members of the Police and Crime Panel to get in touch with our Board to challenge their own perceptions.
RESPONSE FROM	ANSWER
Mike Boyle NHW Administrator Totnes Police office.	<p>I am the Administrator for the NHW in the South Hams, my duties are maintaining the Data Base, assisting the local PCSO's in recruiting ne co-ordinators and distributing a quarterly Newsletter.</p> <p>Over the past year numbers have been pretty static gains being equalled by losses. Due to the reduction in manpower the local PCSO's do not now seem to have the time to promote NHW as they used to. I feel that some advertising throughout the Force might be an answer.</p>
RESPONSE FROM	ANSWER
(Reply submitted by L. Robinson, BSc(Hons) Biological Sciences, dip(MATH)Open. Secretary to Plymouth NHW Forum)	<p>This Response has been written as the result of a discussion by 4 members (Geoff Isaacs, Lorraine Robinson, William Bertram and Richard Berry) of the Plymouth NHW Forum which is the Executive Committee of Plymouth NHW and is composed of seven Plymouth Coordinators.</p> <p>1. There has been a decline in the numbers of Coordinators in Plymouth as shown by the statistics.</p> <p>During a number of years before 2010, there were 650 NHW schemes in Plymouth. At this time the NHW Office at Charles Cross Police Station was manned by 1 paid person and 4 volunteer helpers. They worked for five days a week. Their job was to liaise with Coordinators, set up new Watches and provide a point of contact for Coordinators. The Office also ran the Community Messaging Service. Events were held during each year so that Coordinators also had the opportunity to meet each other in a social setting.</p> <p>This came to an end when it was decided that the paid person needed to retire.</p> <p>A new way of doing this was then put in place. An Executive committee was created composed of Coordinators whose job was</p>

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	<p>to find new ways of taking NHW forward. One Police volunteer was assigned to work in the Office dealing with the work that previously 5 people had done. Members of the Executive were however given no access to the Coordinators , they were not allowed to know who they were (as a group) or where they were located. Any communication which the Executive wanted to have with the Coordinators had to be done through the Office.</p> <p>By 2010 the official figure was that the number of NHW schemes in Plymouth had reduced to 280 and the general figure for 2015 is that there are now 220 Schemes.</p> <p>During this 5 year period no other volunteers were found to work in the Office. Due to illness of the Police Volunteer, the Office has been unmanned for over a year. The Executive put together a website www.plymouthcommunitywatch.co.uk as a means of communicating with the unknown Coordinators, passing on interesting news and information to them and advertising for New Watches. It is the case however that in the 2 years since the website was set up it has not been possible to advertise this website to the Coordinators due to IT problems in the Office and the illness of the Police Volunteer.</p> <p>The Executive has determined that the way forward for Plymouth NHW is to make it a transparent, vibrant and interesting community based Organisation where Coordinators can communicate with each other and hold social events and work actively with the PCSOs. Being a Coordinator should be a position of street and community responsibility instead of being a secretive and isolated position involved only in reporting crime in the area. It is the belief of the Executive that in order to stop the decline the whole concept of NHW needs to altered and brought up to date with the multi-cultural and ethnic diversity needs of people living in Plymouth.</p> <p>2. We have always found the PCC to be supportive of NHW in Plymouth. The problem with the decline is not because of this but because of the way that NHW is structured.</p>
<p>RESPONSE FROM</p> <p>Rita Skinner Town Clerk Launceston</p>	<p>I am responding to the Police and Crime Commissioner’s request for feedback on Neighbourhood Watch schemes in Launceston. Members of the Council have been involved in NW schemes but only one councillor is active at the moment. He is involved in reviving a scheme for Hurdon Road in Launceston. Another councillor is keen to pursue one for his area. Overall we think there has been a decline and those which exist are not active. No research has been undertaken so it is difficult to say why. Our Neighbourhood Beat Officer says that we live in a low crime area and that levels of detection are high. NW is</p>

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Town Council	very much a local scheme and it may not be the place of the PCC to involve himself in these matters. He needs to support local police officers as they support local neighbourhoods. However, unless the neighbourhood wants a watch scheme and is prepared to be involved it will fail. Communications onwards need to be straightforward, the members of a scheme need to feel secure and they need to know that the police will take action. We understand that our Neighbourhood Beat Officer, PC Stoppard, is working on a new way of delivering NW schemes and the Council will fully support him in this.
<p>RESPONSE FROM</p> <p>Superintendent Glen Mayhew Commander, South Devon LPA Chair of Torbay Community Safety Partnership</p>	<p>Neighbourhood Watch is a well-known and established national brand. Its transition to Our Watch provided a unique opportunity to shift public perception from 'curtain twitching' neighbours to proactive community participation in the 21st Century. The Our Watch website for example provides a central information resource, providing an impressive array of tools for local Watch areas to use. However it is the observation of Torbay's Community Safety Partnership that perhaps this exciting change at a national level has not necessarily filtered into a number of neighbourhoods at a local level.</p> <p>In many neighbourhoods throughout Torbay (and no doubt in other geographical areas), dated yellow Neighbourhood Watch signage can be found on lampposts and in the windows of properties. For many this can compound the perception of the previous incarnation of Neighbourhood Watch. In the Torbay area there have been a number of dedicated individuals responsible for leading a local forum. Their efforts to reduce crime and protect the vulnerable are recognised by the partnership. Torbay's Feel Safe Scheme which was created and led by Neighbourhood Watch is a testimony to these endeavours. The scheme provides vital works to improve the physical safety of properties so that victims of crime and residents (particularly vulnerable residents) can feel safer and happier in their homes.</p> <p>Observations of the Community Safety Partnership that may be helpful to inform future discussions relating to Neighbourhood Watch are:</p> <p><u>Working in partnership:</u> As a Community Safety Partnership we are currently unclear how Neighbourhood Watch forums/schemes link with the Police and Crime Commissioner's own Victim Care Unit and whether there is an opportunity to develop integration in this regard.</p> <p><u>Objectives:</u> It is clear that many Neighbourhood Watch areas are working to reduce crime and disorder. It is however the view of our Community Safety Partnership that the specific objectives of individual Neighbourhood Watch areas are not always communicated. For example depending on the area, a Watch may have specific crime objectives e.g. to deter acquisitive crime;</p>

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	<p>or to support victims of burglary or a general aim to reduce fear of crime. To support partnership working it would be beneficial for clear objectives that are aligned with other local crime and disorder priorities to be publicised and monitored which would in turn impact positively on public perception. This would also aid sustainability of schemes and may also provide increased opportunities to access further funding.</p> <p><u>Linking to Strategic Assessments:</u> Each Community Safety Partnership produces a Strategic Assessment which provides an evidence base on which agreed priorities can be formed. As local and peninsula assessments are central to driving efforts to reduce crime and disorder, it would be beneficial to explore if and how Neighbourhood Watch could be contributing to delivering against these priorities as part of a wider partnership.</p> <p><u>Untapped opportunities beyond a traditional crime prevention agenda:</u> Neighbourhood Watch has traditionally focused on crime prevention however case studies featured on the Our Watch website demonstrate how some communities which have joined together in response to crime, have then gone on to deliver activities and initiatives to benefit other aspects of neighbourhood life such as wellbeing.</p> <p>Whilst we know that within our own geographical area there are some excellent examples of Neighbourhood Watch facilitating wider benefits in the community, again this appears to be another area of inconsistency.</p> <p>If Neighbourhood Watch is to be the subject of a new focus at a strategic level in Devon and Cornwall it would provide a unique opportunity to develop what is often perceived as the traditional 'community safety' watch. So many other factors influence our feeling of safety and the lives of individuals and families within communities can be complex. Residents truly know their neighbourhoods and know those individuals and families who are most at risk, whether this be through loneliness, poverty, domestic abuse, neglect, alcohol misuse, mental health issues, etc. Whilst 'watching' neighbourhoods, being alert, and reporting issues to the police is fundamentally important, simply being a 'good neighbour' takes that concept so much further. A public approach to community safety could include actions such as identifying if an elderly resident needs any support (for example contacting the local authority to request an assisted bin collection). All of this is dependent on communication and building networks within neighbourhoods that are not only alert to crime, but know what options are available to support people with other challenges if and when they need help.</p>
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	<p><u>Inconsistency of structure:</u> For any volunteering programme to be successful a clear structure is required. As well as making practical delivery achievable it also provides clear governance and accountability. It is the observation of the Community Safety Partnership that this structure appears inconsistent.</p> <p><u>Reliance on individuals rather than process:</u> Volunteer schemes are driven by individuals and whilst their efforts must always be recognised, the success and sustainability of an entire scheme should be based on a robust structure, clear processes and effective communication. It is the observation of the Community Safety Partnership that too often it is key individuals who are responsible for 'holding' Neighbourhood Watch which whilst admirable is not sustainable. With this approach, particularly where roles and responsibilities are not defined or performance managed appropriately, there is a generic risk that activity can become more focused on the specific intentions of an individual, rather than a neighbourhood or community as a whole.</p> <p><u>Unclear expectations of those involved:</u> There are many roles and responsibilities within Neighbourhood Watch including residents within a scheme, scheme co-ordinators and local forum members. We know that within Torbay and undoubtedly other areas within the country that there are schemes registered, but in reality are inactive. This could be for a number of reasons, but in essence Neighbourhood Watch should be about proactive action within the community. If we are asking people to volunteer their time as Watch Co-ordinators what exactly are we asking for? Many well known and established volunteer programmes require a minimum number of volunteer hours per month. For example how many hours are our Watch Co-ordinators giving to communicating with their neighbours? The answer may very well be many in some areas, but this is again inconsistent.</p> <p><u>Inconsistent local and national use of branding:</u> Our Watch provides a national brand that where appropriate can be tailored to suit local need. As previously stated there appears to be an inconsistent use of old and new branding. For example a local Torbay Neighbourhood Watch website exists that was kindly created and managed by a volunteer, however the design of the website is reminiscent of the previous Neighbourhood Watch branding. Recently a decision has been taken to utilise the local area feature of the Our Watch website which will negate the need for an additional local website. This will provide a consistency of approach and branding.</p> <p><u>Inconsistent monitoring and management of performance:</u> As previously considered, many volunteer programmes have systems in place for monitoring and managing performance. The</p>
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	<p>Community Safety Partnership is unclear at a strategic level, how individual watch schemes/scheme areas are monitored or any issues with performance addressed.</p> <p>The partnership is unclear at the moment whether sufficient processes are in place to answer questions such as "how many volunteering hours have been provided?", "how many community events have been held in the past year?", "how does crime differentiate between watch and non-watch areas?", "what training is being delivered to support volunteers?", "what is the demographic profile of our watch co-ordinators?", "have we established effective watch areas in our highest crime areas?" etc.</p> <p>For any activity requiring a level of investment or resource it is important to ask the question "what difference is this making?"</p> <p><u>Recognition of value added:</u> Where watch areas are generating positive community safety and wellbeing outcomes it is important that they are formally recognised as such and good practice shared.</p>
<p>RESPONSE FROM</p>	<p>ANSWER</p>
<p>Robert Paterson - Co-ordinator of Lanlivery NHW</p>	<p>Q1 Are you now, or have you ever been, a member of a Neighbourhood Watch Scheme?</p> <p>Q1Answer: I am the co-ordinator of Lanlivery NHW which lies midway between Bodmin and St. Austell comprising some 28 NHW members. I have been involved in NHW schemes for approximately 10 years both here in St. Austell and in Hout Bay some eight miles outside Cape Town - South Africa.</p> <p>I have been both the Chair of Neighbourhood Watch and Chair of the Community Police Forum in Hout Bay comprising a mixed population of some 70,000 residents for a number of years prior to returning to Lanlivery approx 4 years ago. Following the retirement of the previous Chair John Adams, I was voted in as Chair of Restormel District Neighbourhood Watch Forum (RDNHWF) until it was dissolved in 2014. During that time the RDNHWF Forum was responsible for areas covered by both the Newquay and St. Austell Neighbourhood Watch Offices. As RDNHWF Chair I was also allowed to sit on the quarterly board of DaCCWA.</p> <p>When dissolved the RDNHWF was solvent, having significant funds in our bank account, which along with computers, overhead</p>

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	<p>projectors / screen etc. were duly handed over to DaCCWA. Our financial accounts were audited independently each year for the annual AGM. The RDNHWF when operating provided an excellent efficient conduit for several hundred NHW members to air complaints, grievances trade success stories / failures throughout the old Restormel area - plus it provided an ideal path for efficient, highly important and regular interaction between us the Watch Members and the Police Forces in St. Austell and Newquay.</p> <p>Q2. Do you think there has been a fall in Neighbourhood Watch Schemes in your area (please state which area)? A2: Absolutely without question. Areas I have extensive knowledge of, are areas covered by the St. Austell and Newquay Police Stations.</p> <p>Q3. If your answer to Question 2 is 'Yes', why do you think that is the case? A3: Overview: Since 2003 the (RDNHWF) Restormel District Neighbourhood Watch Forum had been operating successfully until March 2014 when following a short meeting of members of the working Forum (many PV volunteers) a unanimous decision following a vote was taken to disband the Forum. This situation arose following the announcement by both NHW Office Managers which stated that the Forum had nothing to do with the running of the NHW Offices. The DaCCWA Chair at that time had been requested to clarify this announcement as it appeared to stem from a meeting held by "persons" attending a training session at the Bodmin Police Station. The Chair of DaCCWA however did not rescind that statement. The consensus of the inner circle of the Forum was simply "what was the point in continuing with the Forum to try and bond with hundreds of NHW members when the two PV vetted NHW Office Managers would not work with or listen to the complaints of those members via the Forum".</p> <p>Long standing Forum members could not understand why this decision by DaCCWA had suddenly been implemented considering our RDNHWF Constitution had been operating and in place since its inception in 2003. The RDNHWF Constitution clearly follows the Aims & Objectives of DaCCWA.</p> <p>As mentioned, via monthly meetings held alternately at Newquay and St. Austell Police St. Austell which were routinely attended by Inspectors and Force personnel from either Police Station this allowed / enabled regular healthy interactive debates resulting in priority projects being discussed and speedily implemented. Monthly minutes were taken, distributed to Forum and Force representatives for onward timely distribution to relevant parties. New membership schemes were routinely prioritised and the</p>
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necessary financial requests to promote new NHW schemes were implemented and approved by RDNHWF if required. e.g. Hire of venues if necessary.

Basically we had a 'win win' situation to promote NHW, coupled with a number of experienced Forum members on hand to assist as and when necessary. A professional quarterly NHW newsletter was prepared and compiled by Zena Davis the Assistant Chair of RDNHWF containing comments / articles from the Police on crime patterns or crime prevention aspects. Zena's quarterly newsletters were so successful that her template was chosen to be used for the Police Desktop when the move to Police computers was completed.

Via annual RDNHWF AGM's, both Police Inspectors from Newquay and St. Austell were given the opportunity of talking to the numerous co-ordinators / NHW members (even the Police Commissioner Tony Hogg) attended one AGM and all entered into lively Questions & Answers with the Community members.

Following the demise of the Forum, everything stopped. NO meetings no discussions. This continuing lack of information provided adequate breeding grounds for apathy. No info - no response = Lack of interest prevailed. Result NHW membership drops off. When recently was the Newquay NHW office manned? Was the local Inspector advised the NHW would not be open due to sickness, vacation of possibly NHW training? If not why not.

Questions the Panel should ask.

- How many NHW members within the old Restormel Forum area know both NHW offices now have an official police e mail address?
- When was the last public meeting held by the respective NHW Office Managers?
- Ask to see the minutes of such meetings.
- This enables the sharing of success or failure within the Communities.
- How many computer literate volunteers actually work are in the various NHW Offices?

4. Do you think the PCC is doing enough to encourage and enable greater involvement by citizens and communities to support policing, reducing antisocial behaviour and to help reduce crime and, in particular, Neighbourhood Watch Schemes?

5. If your answer to question 2 is "No", what do you think the Police and Crime Commissioner should be doing to encourage greater involvement in schemes such as Neighbourhood Watch?

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	<p>The PCC is aware of the following:-</p> <p>E.g. Community hubs are supposed to receive daily crime alerts. The PCC has to satisfy himself that those NHW offices actually receive them. Depending on the specific crime pertaining to which area this will determine which hub receives the INTEL. E mail has to be used primarily to distribute information. Wherever possible only co-ordinators who have access to e mail should be used to distribute alerts. It is up to the respective co-ordinator to distribute the daily crime alerts to his or her members. Only in special circumstances if a co-ordinator has no email capability then as a last resort, telephone calls should be used to distribute relevant information. It is imperative that Logs are kept of who handled the information and "what is / has been" actually distributed by the respective hubs. It then befalls the NHW co-ordinator to distribute the relevant info to his or her local NHW membership.</p> <p>Volunteers in Community hubs, we hear, are supposed to have been trained in the sanitising and dissemination of information. (This latter sentence is the most important).</p> <p>As we have seen in recent months, especially when investigations are underway going back several years if not a couple of decades to unearth true facts relating to a specific situation, then it is vital that all those "persons" undergoing such training have their names and volunteer numbers duly recorded stating that they have in fact understood what is required of them. They then should sign OFF against the fact they have received adequate training.</p> <p>Currently the only real communication link between the Force and the 1.7 million residents of the Peninsula is basically down to the Community hubs via those PV trained volunteers to distribute the vital NHW information. Data protection is a key element these days and with the heightened security in our country it has to be very carefully monitored who has access to membership information distribution lists.</p> <p>I am extremely glad to hear that the Neighbourhood Alert system is in place, as that is the key element to ensuring timely distribution of vital safety and security information to the rural communities. What Neighbourhood Alert has done nationally is great to hear, however, as long as it is in place in Cornwall sooner rather than later is the issue. We hear from various sources the importance of training and support for volunteers, and I am delighted to hear that the monitoring of the training and support falls within the remit of the Strategic Delivery Board.</p>
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As mentioned it is vital that all levels of training are recorded and signed off by the relevant responsible HR person responsible for all PV NHW volunteers and that each recipient of such training is able to sign OFF that they understand the various procedures and have physically received adequate training. As we know only too well, when something goes amiss and the proverbial balloon goes up - that is not the time to unearth inadequate training or a lack of controlled supervision or to hear the lame excuse "that lessons have been learnt".

Someone has to be held responsible. Accountability at all levels has to be recorded and those recorded sheets have to be regularly maintained and kept safe. Having personally brought up this subject of accountability and responsibility at my last DaCCWA meeting you could have heard a pin drop.

Finally the way things are going in the world especially in the UK, coupled with impending cuts to all Councils and no doubt Police Force manpower and financial budgets, your task is left to rely on the civilian army to help ensure criminal activity is kept under control. We read and hear about the increased threat from I S and people trafficking etc. therefore total control and order therefore has to be laid down and implemented soonest. Through the PCC's Office and the Strategic Delivery Board you must ensure that whilst volunteering is important, those volunteers must realise the importance of the role they play. In my opinion 'curtain-twitchers' are out - technology is in. NHW I feel also has to up its game and ensure the message from the Force is actually getting out.

Bear in mind

- The Police PV all NHW volunteers.
- Most NHW offices are now physically in Police Station.
- NHW offices use Police Computers and Printers.
- NHW computer literate persons are "supposed" to be trained and checked that they are up to the task by the responsible PV HR person.
- The police IT Team must monitor the traffic on all NHW computers.
- Regular remote computer checks must be made on each NHW office to ensure information from the Force is being distributed to NHW members.
- Practically ever facet of NHW is now under the control of the Police.
- If NHW is fading, is that possibly due to poor Police / NHW communication?
- Not everyone wishes to visit a NHW office especially when it is located within a Police Station.

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	<p>Over the recent months prior to having my PV status removed I wrote and e mailed numerous persons in both National and Force Partnership groups. At my PV disciplinary hearing I was severely reprimanded for writing far to many letters / emails. I totally agree that I did write to numerous persons within NHW National and Police persons in an attempt to find answers however they were sent as Chair of RDNHWF not as a PV volunteer. When that happens I assume I must have a hit a serious weak spot or vulnerable nerve end.</p> <p>However on the positive side with major input from Inspector Meredith in Newquay has overcome all our concerns via StreetNet. His Police personnel via StreetNet enables 24/7 distribution of vital and relevant information. No need for third party Neighbourhood Watch volunteers who might come into the office two days a week.</p> <p>Having viewed Merediths project and success I personally think that the days of NHW are numbered. Communication direct from the Police to StreetNet members means efficient - distribution of vital information plus enables equally efficient feedback. You will then ask what is cost for budget purposes? Answer NONE. I use the term Cost Neutral.</p> <p>Communication to the public StreetNet members has proved to be successful and conversely allows direct contact from StreetNet members BACK to the Police and not via Neighbourhood Watch Offices / Third Parties. That is the way to go.</p> <p>I am sure you already have other letters from other concerned members of the public pointing out a variety of problems which should have been solved by DaCCWA. (The governing body of all NHW Schemes within D & C).</p> <p>Should similar reasons to those outlined by several Restormel NHW Forum members be uncovered by you and your panel when discussing the topic, at least you have proof that ample time to address "problems" was certainly brought to the attention of those in Authority controlling NHW in Cornwall. Might I add that at each of the DaCCWA quarterly meetings, members from the Force represented by the Liaison Officer and normally the HR person from Middlemoor in charge of PV volunteers were normally in attendance <u>so all parties</u> were aware that problems existed.</p> <p>If the panel find the reason(s) for a decline in NHW Schemes is similar (to those reasons provided to DaCCWA months ago) by virtue of resignation letters then is begs the basic question – Why was remedial action not taken?</p> <p>Perhaps a lack of accountability for <u>monitoring what NHW Offices</u> actually passed onto NHW Schemes (which had been supplied by the Police) is the reason for a decline in NHW schemes. If that is the case then is it no wonder volunteers have simple packed it</p>
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	<p>in?.</p> <p>To clarify one final point:- I have already written to the Commissioners Team on several occasions and discussed with him at one of his surgeries highlighting where I think accountability and monitoring of NHW offices can and should be done on a regular basis purely to ensure the necessary back up and support for the Force Beat Officers is actually being processed by those PV'd NHW Office volunteers. In other words if Intel from the Force is being passed to NHW offices BUT NOT BEING distributed to NHW members within the rural and town communities, then a complete breakdown in communications has occurred right from the start.</p> <p>As previously mentioned "remote access" between NHW offices via the Force computer network can easily be accomplished and should be done on a regular basis. This ensures adequate cover for any area where as a result of sickness, vacation or perhaps a training course has prevented that NHW OFFICE from opening. This "remote ability" provides the means to action a topic which was sent to the "closed NHW office" but because the closed office can be monitored by the Neighbouring NHW office, it gives confidence to the Scheme or member who submitted the query or question that a swift answer is forthcoming.</p> <p>Without that basic buddy, buddy system in operation it can be days or weeks before a reply occurs. Result Decline in NHW Schemes.</p>
<p>RESPONSE FROM</p>	<p>ANSWER</p>
<p>Cllr Derris Watson</p>	<p>At the CN Panel meeting last week I asked which of the parishes present had a NW group. Results were:</p> <ul style="list-style-type: none"> • Dobwalls and Trewidland has/had one but received no help from police • St Keyne has one and is now receiving emails from the Torpoint centre • Downderry one was set up here but it failed (possibly due to personality issues).

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RESPONSE FROM	ANSWER
<p>Yvonne Atkinson, Independent Member of Devon & Cornwall Police & Crime Panel (representing Devon)</p>	<p>I thought you might find this idea interesting as an opportunity to revitalise NH watch.</p> <p>Residents in south Liverpool are taking advantage of a new scheme which will help them to protect their belongings, and deter burglars at the same time.</p> <p>South Liverpool Homes (SLH) has joined up with Merseyside Police to offer the free scheme, called Immobilise, to all SLH tenants. Launched at the housing association's monthly walkabout on Wednesday 6th May, staff chatted to tenants to make them aware of the scheme which aims to encourage people to register all their belongings on a national database. The landlord is making it as easy as possible for tenants to take part in the scheme by registering their belongings for them if they are unable to access the internet. This can include anything of value from mobile phone, tablets and game consoles to TV's, bikes and watches.</p> <p>SLH tenant Mrs Mooney is the first SLH tenant to take advantage of the scheme, "I thought this was a great idea so I jumped at the chance to register. It took about 15 minutes to do and now I have peace of mind that if any of my belongings do get stolen, there's a good chance I'll get them back."</p> <p>Sharon Marsh, SLH's Community Safety Manager said, "We are able to offer this service by working in partnership with Merseyside Police who will assist us with registering as many tenants as we can. Tenants can also register their belongings themselves by logging onto the Immobilise database where they will be given a secure login. Once registered, we ask tenants to tell us so that we can give people stickers to put in their windows which we hope will deter potential burglars."</p> <p>SLH and Merseyside Police launched the scheme following consultation with residents in Speke. Once 25% of residents on a street sign-up, they will be issued with free street signs that advertise that the area takes part in the Immobilise scheme.</p>

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SERVING STITHIANS COMMUNITY

You ask if there is a pattern to dwindling support for Neighbourhood Watch. I can't really answer that in a definitive manner, but I can certainly throw some light on the reasons that this might be the case based on our experience over the last few years.

I am the village coordinator for Stithians and we have a handful of local coordinators looking after small areas of the village. Much of the village has no local coordinator.

Fortunately we live in a very low crime area and that, in itself, may well contribute to the general lack of interest that we experience when looking to recruit members or area coordinators.

I will deal first with a brief history of our watch area, as there was much to discourage us in the early days, and then progress to the present situation.

In 2010 (as far as I can recall) the Parish Council decided that it would be a good idea to re-establish the "dwindled" scheme in the village. They called a meeting jointly with the Camborne Watch Office and some councillors and a few of us public attended the meeting to see what was involved. We left agreeing to undertake a letter drop in agreed areas to ascertain if locals wanted a scheme. The letters to be delivered took an inordinate length of time to be produced by Camborne Watch Office and some of us felt that nothing was going to happen. They did arrive and were duly delivered by each coordinator.

The replies were sent directly to Camborne and we heard very little for quite some time. Eventually they advised that there had been sufficient positive response and called a follow up meeting. We were appointed coordinators and we asked for a list of the folks in our areas that had replied in the affirmative. This was refused on the excuse that they couldn't divulge this due to data protection. We felt this to be a slap in the face and they were lucky we didn't all quit on the spot. I actually had a case where one person thought that he was a scheme member and ignored my notes inviting participation on the grounds that he had filled the form in and was, as far as he was concerned, already a member.

We were also told there was no funding and that if we wanted Neighbourhood Watch signs in the village we had to pay for them ourselves and get any necessary consents to display them. The Watch Office was keen to display their goods for sale.

All went quiet for some considerable time but eventually a letter arrived with each coordinator confirming their appointment. We were up and running and had a coordinator in the village (who has subsequently resigned out of frustration with "the

system” and been replaced by me). The few coordinators that there were tried to get additional volunteers but with little success. Coordinators who have resigned have not been replaced, reducing our penetration even further.

Each coordinator went off in their own direction with the then village coordinator taking a very light touch approach. Some relied on people contacting them as they were known in the very small areas they wished to cover. I set up an email system within my (larger) area and also dropped occasional newsletters to those that didn't have Internet access. I registered my sub scheme on the Ourwatch site and do get some useful updates from there, although I find the amount of advertising for the site sponsors a bit of a nuisance.

During the tenure of the then central coordinator we were moved from Camborne Watch Office to Truro Watch Office. We are covered by Falmouth Police, although I gathered recently that the neighbourhood aspects are organised from Helston. Unfortunately there is no communication between Falmouth or Helston and the Truro Watch Office so we get no useful input through them. My main source of information from the Police is via their Facebook pages!

When I took over as coordinator I increased the coverage of the Ourwatch registration to cover the whole scheme and set up a web site and Facebook and Twitter presence. Truro Watch Office were able to get our scheme upgraded on Ourwatch to give it a more official presence.

I do have good relations with a couple of the PCSOs from Falmouth and have successfully used the cadet force a couple of times for door knocking.

Attracting attention to our scheme has been a real uphill struggle. We have had coverage in the Village newspaper, the Parish Council Newsletter and the eNewsletter of the Stithians Centre (village hall) over some number of months, largely with no impact on penetration. One coordinator has had success in recruiting by knocking every door in his area and returning to those addresses where he did not get an initial result.

So: where are we now?

- We have a very small (diminishing) number of coordinators.
- We have support from the Parish Council with a Councillor liaison who is also an area coordinator.
- The Police have recently ceased the monthly crime reports that went to the Parish Council and central coordinator due to “time pressures” – the PCSOs have been reduced in strength by at least 50%.
- We get virtually no support from the Truro Watch Office (they made it clear that they couldn't cover us very early on as they are hard pressed with their own workload – given that they are also volunteers).
- Truro Watch office have said that they are trying to establish a Watch Office in Falmouth - but then said that they would look to us to volunteer to man it (No way as far as I am concerned as I am far too involved in other local organisations).

- Volunteers are very thin on the ground as with many organisations.
- Not all of our coordinators have or want internet access which is an issue.
- We have moved to a centrally produced eNewsletter format alongside the more frequently updated social media sites in an endeavour to get increased penetration across the whole community but progress is very slow.
- The website is a sub-domain of one of my sites and is provided gratis.
- We have advised those residents that used to get printed newsletters that they should get a friend or neighbour to enrol for our eNewsletters as we do not have the manpower or financial resources to maintain the delivery aspect.
- We now rely heavily on a very slowly growing eNewsletter, using a free newsletter production site, and the social media pages (also slow to grow) in addition to our web site.
- There is no formal structure for the organisation and so we have the coordinators meeting occasionally.
- With no funding of any kind from the top down it is unreasonable to expect anyone to print newsletters, flyers, etc., at their own expense.
- It is hoped to have a joint recruiting exercise with some other organisations in village that issue eNewsletters to try to increase penetration.

My feeling thus is that we are very much on our own (unloved and unwanted is the expression I have used to our Council liaison) and I fear for the future should I decide to give up for any reason as there is only really one of the coordinators who could step in and take over the coordinator duties and the web site, eNewsletter, social media, etc.

I see reports of great community interfacing at Newquay where there is apparently a very close relationship between the local police and their streetwatch scheme (which appears to bypass the Watch Office process).

It is clear that much depends on the management of each local Police Station and that there is a lack of uniformity even within the Devon & Cornwall Force area.

With the increased emphasis from the Police and Crime Commissioner on volunteers my feeling is that an improved and uniform structure is required within the police force to ensure that there is adequate support for the volunteers in the community. However I also understand the financial and manpower constraints within which Tony Hogg and the Chief Constable have to operate.

Vyv Toms (Mr)
Scheme Coordinator for Stithians.
19 March 2015

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DEVON AND CORNWALL POLICE AND CRIME PANEL SCRUTINY WITNESS CHARTER

Devon and Cornwall Police and Crime Panel (PCP) recognises the need to support witnesses attending scrutiny meetings and task groups, and the valuable contribution that expert witnesses make to the scrutiny process.

The Witness Charter and the Guidelines for Witnesses set out:

- What witnesses can expect when attending a PCP or task group meeting;
- The steps that will be taken to keep witnesses informed about the procedure; and
- What will be expected of witnesses throughout the scrutiny process.

The PCP will:

1. Let witnesses have details of the time, date and place of the meeting at which their evidence is to be taken.
2. Let witnesses have information about why they have been invited to attend a PCP or task group meeting and the matters which the scrutiny body might wish to ask them about.
3. Provide witnesses with copies of all relevant reports, papers and background information.
4. Ensure that witnesses are introduced at the start of a meeting.
5. Ensure that all witnesses are treated with courtesy and respect.
6. Ensure, where appropriate, that witnesses are provided with information about claiming witness expenses.
7. Ensure that witnesses are informed of any actions recommended as a result of a scrutiny review.

1. Who will be present at a scrutiny meeting?

PCP meetings are held in public and the press and media may be present. The PCP and any task groups may also have co-opted members, who are usually representatives of specialist organisations or groups. An officer from the Host Authority will also be present at the meeting as well as a committee services officer who will take the minutes of the proceedings.

2. Scrutiny meetings

PCP meetings are normally held in the Council House in the City Centre. However, sometimes it may be more appropriate for Task Group meetings, to be held at other locations depending on the issues being considered. We will write to you to let you know where the meeting is to be held.

Occasionally, if sensitive or confidential information is being considered, we may be required to hold the PCP or task group in private. We will let you know in advance if this is the case.

To help you prepare, a Host Authority officer will advise you before the meeting of the areas that the PCP or task group will focus on. The Host Authority officer will also be able to give you advice on the format of your evidence, and answer any queries you may have about the meeting. A copy of the agenda and any relevant papers will be sent to you prior to the meeting.

3. Giving evidence

The main aim of inviting witnesses to meetings is for the PCP to gain information and consider different experiences about a particular issue or concern. On the basis of the evidence received, any task group will make judgements and recommendations to the PCP, and the Police and Crime Commissioner.

PCP meetings are attended by perhaps 15 to 20 people and these meetings tend to be more formal than task groups which are smaller to encourage a more relaxed 'round-table' discussion.

You will normally be given a specific time to attend a PCP or task group to give your views and answer any questions. Every effort will be made to keep to the times allocated. When your item is reached, the Chair will invite the councillors and co-opted members to ask you, and any other witnesses, questions on the issues outlined. If you are not clear about a particular question, please ask for clarification.

In certain circumstances, you may be invited to submit written evidence prior to the meeting or asked to give a short presentation to the committee or task group. A Host Authority officer will contact you to give advance notice of any requests and discuss what is required with you.

4. Witness requirements

If you have any particular requirements or access needs to enable you to give evidence, please contact the Host Authority officer before the meeting so arrangements can be made in good time. If you need information in other formats, for instance in large print or on tape, please let us know as soon as possible.

5. After you have given evidence

Once you have finished giving evidence and there are no more questions, you can leave the meeting. Occasionally witnesses may be asked to stay to contribute to any following items or discussions.

Your evidence (together with that of other witnesses) will inform any conclusions and recommendations that the PCP or task group makes, and these are usually contained in a written report. If a report is produced, you will receive a draft copy and have an opportunity to comment on the factual accuracy of your contribution.

A scrutiny report will normally be submitted to the PCP, which will make a decision on any recommendations contained in the report.

6. Witness expenses

If you are attending a committee or task group as a witness, you are entitled to claim reasonable travel expenses (for instance bus fares or mileage and parking). If you are a carer, you are also allowed to claim an allowance for the care of a dependant relative. You should, wherever possible, obtain receipts for any expenditure. The Host Authority officer will be able to advise you on making a claim for expenses.

7. Feedback

We value your time and the contribution you make. If you have any comments (whether positive or negative) about your experiences as a witness or the scrutiny process in general, please contact the Host Authority officer following the meeting.

Neighbourhood Watch Issues

Is the significant decline in Neighbourhood Watch Schemes in Plymouth reflected across Devon, Cornwall and the Isles of Scilly – and if so, what is the Police and Crime Commissioner (PCC) doing to address it?

Force Position

Neighbourhood Watch (NHW) is but one of several such schemes supported by Devon and Cornwall Police. Farm Watches, Boat Watches, Horse Watches, Moor Watches, School Watches and a developing “Neighbourhood Health Watch are co-ordinated alongside NHW by the Volunteers who make up the Devon and Cornwall Community Watch Association (DaCCWA).

DaCCWA have negotiated the principle of “Watch Offices” being established within certain police premises and broadened the remit of such offices to handle enquiries about all watch schemes. Indeed, many of these offices are the places that Local Policing Teams go to both to survey and set up new schemes.

Watch Office Locations

Penzance	Camborne
St Austell	Truro
Launceston	Bodmin
Torpoint	Falmouth
Newquay	Plymouth
South Hams	Teignbridge
Bideford	Cullompton

Watch Development

In addition, there are discussions ongoing about the reopening of a watch office in Exeter and a desire to reinvigorate the East Devon Watch Office and establish one at Barnstaple. Thus, whilst there are gaps in geographic coverage across the force, there is a desire from DaCCWA to fill these. The benefit of broadening the remit of such offices is becoming apparent as the plan is to support them to become “community hubs” where a series of volunteers in a variety of roles could operate from and interact with local policing teams.

DaCCWA has already taken on the purchase and selling of

- Watch Scheme signs
- Boat Engine Covers
- A variety of target hardening/lock/security equipment.

There is also a nascent development of them engaging in Quality Assurance activity in relation to ASB and low-level crime as well as local policing engagement processes. Perhaps the most impactful development has been the commencement of Neighbourhood Health Watches, working with NHS and GPs to establish supportive watches tackling isolation and vulnerability in the home and making sure people have meals, are safe etc.

Plymouth Issues

Approximately 10 years ago Plymouth had the most active Watch Office in the force. It was staffed daily and supported by a full time member of Police Staff who also performed a Community Messaging System (CMS) role. This was when many watches were moved from only being recorded on a standalone computer in the office to being registered on CMS. In 2006 I believe that there were 800 schemes registered and moved onto Community Messaging. However, it is believed that only 80 of those were "Active" schemes responding to messages regularly.

With a number of force re-organisations, the CMS post responsibilities had to be re-defined and this did not include such direct involvement in running the Watch Office. Across the force, it was volunteers themselves who stepped forward and took on responsibility for the existence and running of each of the Watch Offices.

This was not replicated in Plymouth. Whilst an "Executive Committee" for the city has met over the past 5 years or so, it has been disconnected from the DaCCWA network, has not attended Board meetings or maintained any contact with the framework supported by the force.

The appointment of a new Community Safety Sgt and a "Citizens in Policing" (CiP) Officer in Plymouth does indicate an intention on behalf of Plymouth Police to re-invigorate their networks within areas such as NHW. However, this new support and scrutiny has led to challenges about what is in place to support watches and how the Executive Committee operates.

There is new Watch Office space at Devonport and the development of this office has been facilitated by the CiP Officer. This has enabled two afternoons a week to be dedicated to Watch issues. There have also been attempts to link Plymouth's "Executive Committee" back into formal links with DaCCWA. Indeed, DaCCWA chairperson has been personally involved in the discussions about Plymouth's development and is booked to participate in the formation of many new schemes.

All areas see fluctuations in the numbers of schemes they have. Frequently this will reduce markedly when personal details are audited.

NHW Scheme numbers

Devon and Cornwall Police do not record the number of schemes that are registered in particular areas. That is left to the Watch Offices to manage. The only indication that we have within force is the record of “NHW Co-ordinator” recipients of Community Messages. This will provide a general figure, but is “self-declared” when people register to receive the messages and, thus, will vary from where Watch Offices are on top of this issue. There are still NHW co-ordinators/members who do not have email access and have not signed up to receive Community Messages.

NHW Co-ordinators listed on Community Messaging

A snapshot of our CMS system has indicated the following:

AREA	NHW Co-ordinators listed
East Devon	496
Exeter	242
Mid Devon	298
North Devon	345
Torrige	311
South Hams	237
Teignbridge	269
Torbay	186
West Devon	94
Plymouth	359
North Cornwall	163
Restormel	260
Penwith	115
Kerrier	120
Carrick	257
Caradon	193

All records are still divided as per the old “Districts” before Cornwall became unitary.

Conclusion

The Chief Constable endorsed a “Citizens in Policing” Strategy for the Force at the beginning of 2014. This was agreed in conjunction with the OPCC. This strategy includes the desire to strengthen and support watch schemes and volunteers generally and is current and well-regarded. Indeed, Plymouth appointed a specific “Citizens in Policing” Officer to assist delivery to the City’s needs. NHW in Plymouth is going through restyle, but is better positioned to deliver a vibrant watch Office now than at any time in the last 5-6 years.

NHW is supported fully and there is no concern from the Police perspective as to the direction it is progressing in.

Inspector P Morgan LPP Dept HQ

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Plymouth Neighbourhood Watch

Background:

In Plymouth during the 1990's the Neighbourhood Watch (NHW) office was covered every day 9-5 by 2-3 volunteers with a Police Sergeant overseeing the whole service. Around 10 years later the post was civilianised which was seen as a negative move by NHW whereby most of the key people resigned and many watches folded. The civilian post eventually morphed into the Community messaging post. This meant that most of the contact with co-ordinators was by email and not the telephone contact they have previously experienced. The numbers around 2006 were at the 800 mark; although there were over 800 watches it was believed that only around 80 were actually active.

During the past 4-5 years the Plymouth Executive Committee (PEC) for NHW has still been meeting regularly, but not as active or inclusive as they may have been previously. In recent years there has been a breakdown in communication between the PEC and the Devon and Cornwall Community Watch Association (DACCWA). DACCWA hold quarterly meetings at venues across our Force area but no one from the PEC has attended.

Current situation:

There are currently a number of schemes in Plymouth although due to illness within the NHW itself there has been no office function which has been to the detriment of the service of the NHW. Plymouth BCU appointed a Citizens in Policing officer (CIP) in the summer of 2014 whose responsibility is to develop Special Constables, Cadets and Police Volunteers (PVP), NHW falls under this role. It was soon identified that the relationship between Plymouth NHW and DACCWA had broken down over previous years however it was important that this relationship. The CIP officer worked closely with the PEC to promote themselves including facilitating driving them to DACCWA meetings and supporting the concept of a new booklet being produced to promote their scheme.

Plymouth NHW have been allocated an office at Devonport Police Station within the Community Safety Team which has a force terminal available to them on Tuesday and Thursday afternoons with a landline telephone solely for their use. The PEC have an office volunteer who has returned from sick leave who will complete the office function. Unfortunately there is only 1 volunteer at this time to complete this role. The Police are supporting trying to recruit someone else to assist but this has also been identified and agreed that this is the responsibility for the NHW themselves to find an additional volunteer. The CIP officer is the single point of contact for the NHW.

NHW is not being promoted throughout neighbourhood teams at this time as it is not felt they are in a position to take on any new members or watches whilst they are unable to support the office function that is imperative for the Watches to work.

During March 2015 all 200 co-ordinators were contacted via their email address to confirm their interest in continuing to be part of the scheme. To date there have been only 12 responses. The rest of the list will receive a personal visit from Police Neighbourhood teams to see if they want to

12th February 2015

continue in the scheme and update contact details. Work is continuing between Police, PEC and DACCWA to redesign the focus for Neighbourhood Watch and what they need to achieve, working in the safeguarding principles adhered to by Police and other agencies. The expectation is that the visits will all be completed by mid May and the results be reviewed by the PEC and office manager.

Expectations from the Executive Committee:

An Executive Committee meeting was held on the 11th February and was attended by the CIP officer and Community Safety Officer. The NHW had 5 committee members at the meeting which was held at Beacon Park Police station. There was a long discussion around the role of the office function and how the Police could support trying to explore the options of another volunteer to assist. The CIP officer agreed that they would send community message out to all members as the PEC stated they were unable to contact their co-ordinators direct without the office been staffed (their volunteer is currently on leave for 5 weeks). It was agreed that until this function is staffed effectively they would not be able to develop as they would like. The agreed that the resources that have been allocated by the Police means that they are in a position to increase their reach into the communities greatly.

The relationship between NHW and the Police (through the CIP) has improved and when asked the specific question "What are your expectations from the Police", the response was "**You've given us everything we need, we just need to find someone to staff the office. All we want now is two way timely information to give to our co-ordinators**".

The Police have agreed that as soon as this is in place then we will support a re-launch of NHW through neighbourhood teams, social media and engagement with partner agencies.

Author: PS 16589 Miranda Dalton

12th February 2015



Police and Crime Panel Meeting
3 July 2015
Report of the Police and Crime Commissioner

Scrutiny Item - Neighbourhood Watch

This report provides information to inform the Panel's "Reactive Scrutiny" of Neighbourhood Watch in Devon and Cornwall. This information has been provided by the Force.

1. Police Involvement with Neighbourhood Watch

- ❖ Neighbourhood Watch (NHW) is but one of several such schemes supported by Devon and Cornwall Police. Farm Watches, Boat Watches, Horse Watches, Moor Watches, School Watches and a developing "Neighbourhood Health Watch are co-ordinated alongside NHW by the Volunteers who make up the Devon and Cornwall Community Watch Association (DaCCWA).
- ❖ DaCCWA have negotiated the principle of "Watch Offices" being established within certain police premises and broadened the remit of such offices to handle enquiries about all watch schemes. Indeed, many of these offices are the places that Local Policing Teams go to both to survey and set up new schemes.

2. Watch Office Locations

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3. Watch Development

- ❖ In addition, there are discussions ongoing about the reopening of a watch office in Exeter and a desire to reinvigorate the East Devon Watch Office and establish one at Barnstaple. There are gaps in geographic coverage across the force and a desire from DaCCWA to fill these. The benefit of broadening the remit of such offices is becoming apparent as the plan is to support them to become "community hubs" where a series of volunteers in a variety of roles could operate from and interact with local policing teams.
- ❖ DaCCWA has already taken on the purchase and selling of
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- ❖ Approximately 10 years ago Plymouth had the most active Watch Office in the force. It was staffed daily and supported by a full time member of Police Staff who also performed a Community Messaging System (CMS) role. This was when many watches were moved from only being recorded on a standalone computer in the office to being registered on CMS. In 2006 There were approximately 800 schemes registered and moved onto Community Messaging. However, it is believed that only 80 of those were “Active” schemes responding to messages regularly.
- ❖ With a number of force re-organisations, the CMS post responsibilities had to be re-defined and this did not include such direct involvement in running the Watch Office. Across the force, it was volunteers themselves who stepped forward and took on responsibility for the existence and running of each of the Watch Offices.
- ❖ This was not replicated in Plymouth. Whilst an “Executive Committee” for the city has met over the past 5 years or so, it has been disconnected from the DaCCWA network, has not attended Board meetings or maintained any contact with the framework supported by the force.
- ❖ The appointment of a new Community Safety Sgt and a “Citizens in Policing” (CiP) Officer in Plymouth does indicate an intention on behalf of Plymouth Police to re-invigorate their networks within areas such as NHW. However, this new support and scrutiny has led to challenges about what is in place to support watches and how the Executive Committee operates.
- ❖ There is new Watch Office space at Devonport and the development of this office has been facilitated by the CiP Officer. This has enabled two afternoons a week to be dedicated to Watch issues. There have also been attempts to link Plymouth’s “Executive Committee” back into formal links with DaCCWA. Indeed, DaCCWA chairperson has been personally involved in the discussions about Plymouth’s development and is booked to participate in the formation of many new schemes.
- ❖ All areas see fluctuations in the numbers of schemes they have. Frequently this will reduce markedly when personal details are audited.

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- ❖ All records are still divided as per the old “Districts” before Cornwall became unitary.

7. Conclusion

- ❖ The Chief Constable endorsed a “Citizens in Policing” Strategy for the Force at the beginning of 2014. This was agreed in conjunction with the OPCC. This strategy includes the desire to strengthen and support watch schemes and volunteers generally. Plymouth appointed a specific “Citizens in Policing” Officer to assist delivery to the City’s needs. NHW in Plymouth is going through restyle, but is better positioned to deliver a vibrant watch Office now than at any time in the last 5-6 years.

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Police and Crime Panel Meeting

3 July 2015

Report of the Police and Crime Commissioner

POLICE AND CRIME COMMISSIONER'S REPORT ON MAXIMISING EFFICIENCIES THROUGH REGIONAL COLLABORATIVE PROCUREMENT ARRANGEMENTS

This report provides an overview of the collaborative procurement process which was adopted following the decision to establish the South West Police Procurement Department on 1 April 2014.

1. Background Information

- ❖ In July 2011 the Police Authorities of Devon and Cornwall, Dorset, Gloucestershire, and Wiltshire began the process of establishing a regional procurement team to undertake the process of procuring goods, services, or works on their behalf.
- ❖ The South West Police Procurement Department ("SWPPD"), was launched on 1 April 2012 and has staff based in Exeter, Gloucester, Winfrith and Devizes.
- ❖ The SWPPD undertakes all strategic sourcing for the four forces. There is a senior manager based in each of the four force headquarters, and these individuals also undertake a force client relationship role.
- ❖ Each force retains responsibility for transactional purchasing, contract implementation and day to day supplier management. The SWPPD undertakes all strategic contract management and supplier development.
- ❖ During 13/14 a number of joint procurements were undertaken, as 'wave 2' of the sourcing project. The objective of wave 2 was to identify and deliver a series of savings across the four forces in a number of key spend areas.
- ❖ Wave 2, which commenced in May 2012, has progressed well and annual, ongoing savings of £923k have been realised. It is anticipated that wave 2 will be completed by the end of August 2014, as work progresses on the joint waste procurement, and the telecoms cost recovery is finalised.
- ❖ A strategic review of print services has been undertaken. As a result of the review Devon & Cornwall outsourced the provision on 1st April 2014 and are anticipating achieving savings in the region of £175k per annum. The redundant in-house printing equipment is also being sold, which will generate a small income.

2. SWPPD Savings Delivery

- ❖ The SWPPD is now well established, and providing strategic procurement services, ensuring value for money on the addressable third party spend of approximately £135m per annum across the four forces.
- ❖ During 2013/14 the SWPPD have delivered savings in the region of £470k from specific sourcing activities that have been completed.
- ❖ Further to savings that have been delivered as a result of the direct sourcing activity, other savings have also been achieved by the SWPPD during 2013/14. These savings have been achieved mainly as a result of rigorous contract and supplier management and negotiations with the incumbent provider, and totalled £750k.
- ❖ An example of these savings include £129k for D&C as the result of a negotiated contract extension for support and maintenance of the Integrated Command and Control Solution
- ❖ The total savings achieved in Devon and Cornwall during 13/14 is £1.4m, of which £1.14m is ongoing
- ❖ The cumulative ongoing savings delivered by the SWPPD, for Devon and Cornwall, since its inception in April 2012 is £1.473m

3. Devon and Cornwall - ICT Managed Services Contract Replacement Project

- ❖ As a result of the retendering process for the ICT managed services contract a revenue saving of **£1.8m p.a.** is anticipated, against the original Business Case potential savings estimate of £0.7m p.a.



**Police and Crime Panel Meeting
3 July 2015
Report of the Police and Crime Commissioner**

POLICE AND CRIME COMMISSIONER'S PERFORMANCE REPORT

1. Introduction

Following discussions at the last Police & Crime Panel meeting we have reviewed the performance material that we are presenting with the panel chair. The revised reporting format includes the baseline data against each headline measure plus attainment data unless otherwise stated for the 12 months to end of March 2015. This is followed by a narrative description of the data presented including additional explanatory material and baseline and current performance information for the secondary measures. Finally the PCCs judgement on police performance against each measure is presented. This comprises a red/amber/green grading and represents how strong or at risk the PCC considers force performance to be against each measure. This report to the Police and Crime Panel presents an update on the headline performance measures set out in the Police and Crime Plan 2014-2017. The update for the next panel meeting will include performance against both headline and secondary measures for the full performance year.

It is intended that future reporting will be against headline measures at all meetings with secondary/supporting measures reported on where performance is judged to be at risk.

2. The Performance Framework

As part of our work to refresh the Police and Crime Plan for 2015/16 we have re-examined the attainment levels for the existing measures. We have also reviewed the secondary/supporting measures used to help us understand and track performance in relation to key issues such as levels of violence and the 101 service. The new performance framework is contained in the Police & Crime Plan refresh for 2015/16.

3. The PCC's assessment of performance to date against the headline measures set out in the Police and Crime Plan 2014-2017

The PCC's assessment of performance to-date against the headline measures for the performance year ended 31st March 2015 is contained in appendix 1.

4. The PCC's Performance and Accountability Board

The PAB is the formal mechanism at which the Commissioner holds the Chief Constable to account for the performance of the Force. The PAB meets bi-monthly in public in different locations across the peninsula (deep dives are held in private in the intervening months). The Board also serves as the Strategic Delivery Board for Priority 1 within the Police and Crime Plan.

As you are aware we have made some changes to the format to better reflect the issues that are of greatest concern to the public. Three meetings have now been held using the new format and we continue to see an increasing level of public engagement at the meetings. We will continue to build on this format. We would welcome the support of the Panel members in developing this meeting format further and in seeking to represent the issues that most concern the public.

Contact for further information

Andrew White

Chief Executive

Office of the Police and Crime Commissioner for Devon and Cornwall

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Report prepared 22 June 2015

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Police and Crime Panel Meeting
3 July 2015
Report of the Police and Crime Commissioner

POLICE AND CRIME COMMISSIONER'S UPDATE REPORT

1. POLICE AND CRIME PLAN DELIVERY UPDATE

Key developments and activities to note April – June 2015:

Due to the cancellation of the April 2015 Panel meeting, the following are the key developments and activities covering the period April – June 2015. Annexed to this report is the Commissioner's Quarterly Plan Progress Report for January – March 2015 which covers activities for February and March 2015.

- ❖ **Refreshed Police and Crime Plan and performance framework for 2015/16**
The Police and Crime Plan 2014-17 and its accompanying performance framework have been refreshed to reflect emerging issues and progress to date. This process included consultation with members of the public and partners. The final version of the Plan was published in May 2015 after the General Election.
- ❖ **Victim Services**
The new victim services arrangements which came into effect on 30 March 2015 are continuing to bed in, with over 50 member organisations participating through the Directory, including businesses. A verbal update on initial implementation will be provided to the July meeting ahead of a fuller report in Autumn.
- ❖ **National Work on Alcohol Policy**
The PCC has been working with national colleagues and the newly established Police Chief Constables' Council to drive forward national thinking on alcohol policy, in particular on the key legislative issues that need to be tackled. These issues include licensing reform, additional tools to aid policing and deter offenders and alcohol pricing. This work will continue over the course of 2015.
- ❖ **#RU2DRUNK Campaign (Breathalyser pilot)**
Plans to widen the use of breathalysers (as an additional voluntary tool to aid door-staff and help tackle preloading) are continuing across the area. The OPCC is supporting this wider roll-out practically and financially.
- ❖ **Volunteering Review**
The PCC's Volunteering Review was completed in March 2015. This is the subject of a separate report to the Panel.
- ❖ **Police and Crime Plan Quarterly Reports**
The fourth quarterly update of progress against the Police and Crime Plan was published, covering the period January – March 2015. This report is available on the OPCC website at <http://www.devonandcornwall-pcc.gov.uk/About-Us/The->

[Plan.aspx](#) . Work on the OPCC Annual Report is progressing and this will be presented in draft form to the Panel at its next meeting.

2. UPDATES ON ISSUES RAISED BY THE POLICE AND CRIME PANEL AT ITS FEBRUARY 2015 MEETING

- ❖ At the Police and Crime Panel meeting in February 2015 the Panel requested additional information on a number of issues:
 - Progress being made on collaboration within the south west on procurement. Additional information on this matter is provided in the Report submitted to the Panel meeting on the Strategic Alliance
 - An update on mental health and policing within Devon and Cornwall, in particular with regard to the use of section 136 powers when a person is suffering a mental health crisis and street triage arrangements. An update on these issues is provided below.

❖ *Mental health and policing*

a. PCC's response to the Home Office S136 Review Consultation and how recommendations will be implemented across Devon and Cornwall

The detention and assessment of people detained under Section 136 of the Mental Health Act is governed by national guidance documents and locally the responsibilities of partner agencies are outlined in a multi agency protocol.

The protocol has been drafted and has been the subject of discussion and negotiation over the last few months. The protocol reflects national guidance, recommendations from the Care Quality Commission and a number of recommendations from government led enquiries.

Using police custody centres as a 'Place of Safety' should only be in exceptional circumstances – for example when a detainee is violent. The new protocol seeks to ensure that there is a transformation from the historical use of police cells in Devon and Cornwall to use being 'exceptional'.

From the 1 March the Police have followed the new protocol and over the last 4 months we have seen an encouraging downward trend in the numbers being brought into police custody – but there is still further improvement required.

In addition the protocol seeks to ensure the assessment of those suffering a mental health crisis occurs in a timely way.

Governance of these arrangements takes place through the Peninsula Mental Health Partnership Group and local operational groups meet frequently and are responsible for progressing all elements of the protocol. These changes require partner agencies to re engineer local services to be able to comply with the protocol and so inevitably the embedding of the protocol continues to be work in progress.

b. Street triage services

Another key improvement to the handling of mental health issues within a policing setting has been the use of street triage to engage mental health

professionals before detention. The Devon Street Triage pilot sought to reduce the number of section 136 detentions by ensuring mental health professionals are engaged pre detention. The pilot came to an end at the end of March 2015 and while the final report is still to be published the local reports and evidence show significant benefits.

The Devon Street Triage Pilot commenced on 6th March 2014 operating for a 12 month period. Under the pilot two mental health practitioners sit in the two Police Control Rooms from Thursday – Sunday 2000hrs-0600hrs to provide immediate advice, guidance and support to officers and staff both inside and outside of the control room. This advice is provided either by phone, or in person at incidents in the Exeter or Plymouth area. The process of information sharing underpins the entire initiative.

Key data for the first six months of operation showed that

- **464 police incidents** have been referred to Street Triage colleagues.
- **Lives saved** - on at least **5** occasions the intervention of Street Triage has directly stopped a person in crisis from successfully committing suicide.
- Police custody data indicates that **during Street Triage operating hours** section 136 detentions have **reduced by 32%**. This figure maybe higher as only **4.4%** of those named individuals recorded on the Street Triage database also appeared on the Police custody database.
- Street Triage data indicates **that during its operating hours** in the first 6 months **49 s.136 MHA detentions were averted** by the service.
- Street Triage was directly involved in trying to **locate 138 missing persons** thought to be in some form of crisis.
- Street Triage directly enabled Police to **locate 13 High Risk missing persons** thought to be in some form of crisis.
- Conservative figures suggest **non-cashable savings** across Police and Health of **£133,299**.
- Clear statistical evidence that indicates although s.136 detentions in health based POS have increased, during Street Triage operating hours they have **remained static or have decreased, against the trend**.
- The Service enables Police and Health to meet the four key principles and outcomes of the **Crisis Care Concordat**.
- Further benefits have been identified such as improvements in Police decision making to manage risk/harm and increased liaison between Police, POS and A& E.

Due to the positive assessment the Police and Crime Commissioner has agreed with North, East and West Devon CCG and South Devon and Torbay CCG, to jointly fund a continuation of the Street Triage Scheme for 2015/16. Negotiations continue with Kernow CCG about the possibility of the scheme being extended to cover Cornwall.

3. PROGRESS AGAINST THE POLICE AND CRIME PLAN PRIORITIES SINCE APRIL 2015

- ❖ The upcoming Annual Report will report on progress against the Plan for 2014/15 and has also been reflected in the OPCC's Quarterly Progress Reports.
- ❖ Work to deliver the priorities set out in the Police and Crime Plan will continue over 2015-16. The Strategic Delivery Boards have been making some adjustments to the published Action Plans to reflect progress to date and to take

account of the refreshed Police and Crime Plan. Updates to the Action Plans will be published on the OPCC website and will be reported to the Panel.

Priority 1 – Reducing crime and keeping people safe

- ❖ Progress in delivering against Priority 1 is managed through the Performance and Accountability Board which meets publicly every two months and is webcast across the force area. The PCC's Performance Report is included as a separate item on the Panel agenda.
- ❖ Work to improve the 101 service continues following the Commissioner's 101 Review published in November 2015 in line with the agreed action plan. Progress is however slow, in particular with regard to the technological changes that are required. We have seen some key changes made to staffing levels, with the recruitment of additional personnel into the team which we expect to yield some immediate benefits but the focus must remain on structural, technological and process changes to improve efficiency and deliver required service level improvements. We continue to monitor this area closely and have introduced a number of additional performance measures in this area. The Commissioner will be reporting publicly on progress later in the year. .

Priority 2 – Alcohol related crime and harm

- ❖ Preparations for wider adoption of the #RU2Drunk are continuing across the force area, with a view to adoption in a series of key towns across the area for summer/autumn. This initiative, which is an additional measure to help change behaviour and discourage preloading, does not operate in isolation but sits as part of a wider set of initiatives and measures within towns and cities to help tackle these issues. We will continue to work with academic institutions to evaluate the use of breathalysers in this context. .
- ❖ As Chair of the National PCC Alcohol Working Group the Commissioner is continuing to press government for legislative progress in a range of areas to help us tackle alcohol related crime and harm. This includes required amendments to licensing laws, including the late night levy, and changes to better equip the police with the tools they need to tackle irresponsible drinkers as well as irresponsible premises. This work will continue over the year as we engage with new Ministers
- ❖ The Commissioner is working with other PCCs, through the National Alcohol Working Group to commission research exploring the true impact of extended licensing hours. The study will examine the economic and societal impact of the changes to licensing legislation as well as its impact on public services at the local level. Alongside this we are supporting research being carried out by The Institute of Alcohol Studies to explore the true impact of alcohol on blue light services and are working with the Home Office to seek to improve national data accuracy on alcohol related crime.

Priority 3 – Efficiency and long term financial security

- ❖ The PCC's Financial Roadmap to 2018/19 was published in early 2015 and is available on the OPCC website at <http://7f81ff6114e21659b84a-cde1435c149cc037d22b329c27ad88ee.r2.cf3.rackcdn.com/Documents/Our%20Information/Key%20document/The%20Financial%20Roadmap%20-%20March%202015.pdf>. The Roadmap sets out the savings identified to date,

the remaining challenge and how we will take forward wider work to address the remaining gap. This additional work includes specific projects on commercialisation of the police estate and the development of a fundraising strategy both of which will be presented to the Commissioner and the Chief constable for consideration in the summer and further updates will be provided to the panel at its next meeting.

- ❖ A formal section 22a collaboration agreement was signed between the Police and Crime Commissioners and Chief Constables of Devon and Cornwall and Dorset signalling the formal launch of the Strategic Alliance. A separate report is included on this agenda on the Strategic Alliance.
- ❖ The Commissioner is continuing to put pressure on nationally with regard to funding settlements for policing. A significant campaign is being launched with the western Morning News to demand a fair funding settlement for Devon and Cornwall Police. In particular we are seeking government action to address the inbuilt 'metropolitan bias' in the current system and recognition of the impact of tourism on policing services. This campaign will continue over the summer and we hope to secure support from local and political leaders across the peninsula as well as the public.

Priority 4: To promote an effective Criminal Justice System (CJS) for our area, delivering a high quality service for victims, witnesses and society.

- ❖ **Transforming Rehabilitation:** As a result of the Offender Rehabilitation Act, the newly established Community Rehabilitation Company (CRC) which is Working Links, is now responsible for delivering a through the gate service to all offenders who are sentenced to a short term custodial sentence (Exeter) and those serving longer sentences who return to a local resettlement prison (Channings Wood).
- ❖ This remains a significant area of potential risk and concern for the Commissioner and we will continue to monitor developments closely over the coming year. The new arrangements are still bedding in and managerial structures are yet to be finalised. Working Links has published a strategic document entitled, 'Reducing Reoffending for Safer Communities and Fewer Victims'. It sets out the work being undertaken in four functional blocks
 - **Engage** - Understanding our communities, safeguarding and domestic abuse, restorative justice and working differently with women
 - **Change** – Community Hubs and enabling people to engage with their communities in new and more positive ways
 - **Rehabilitate** – Substance Misuse, Domestic Abuse, Prolific offenders Scheme (TurnAround)
 - **Reintegrate** – Accredited programmes: Building Better Relationships, Thinking Skills Programme and Programmes for Change: Alcohol, Education Training and Employment, Engage Programme, Keeping Calm, Positive Relationships including Community Payback
- ❖ **Mental Health:** The overall direction of travel in terms of bringing numbers of section 136 detentions in police custody suites is positive, with a significant reduction from a high of 88 in September 2014, to 21 in March 2015 and 13 in April 2015. The force are actively tracking progress and monitoring the time spent by officers in health based places of safety (A&E) with people suffering a

mental health crisis whilst waiting for health services to accept responsibility for the patient prior to assessment.

The National Police Chiefs' Council, has recently published national data relating to the use of section 136 detentions and the location of places of safety used i.e. whether health based or police custody. These figures for 2014/15 confirm that Devon and Cornwall remains a significant 'outlier', with the second highest number of detentions in police custody in the country and fourth highest for total number of detentions (police and health based detentions):

Police Detentions in Custody Suites

Highest		Lowest	
Sussex	765	City of London	0
Devon and Cornwall	655	Hertfordshire	0
West Yorkshire	384	Merseyside	0
South Wales	330	Greater Manchester	2

Total detentions (police and health based detentions)

Highest		Lowest	
British Transport Police	1771	City of London	97
Sussex	1428	Humberside	119
West Yorkshire	1322	Leicestershire	130
Devon and Cornwall	1136	Durham	134

The wide variations in numbers will require analysis to try and understand the causes of the different levels of detentions under section 136 and we will continue to examine these issues and will keep the Panel updated.

- ❖ ***Out of Court Disposals (OOCDS):*** An internal Force Oversight Group has been established to support compliance with national guidance in the following areas: Penalty Notices for Disorder (PND), Youth Cautions, Cannabis Warnings, Restorative Justice Outcomes, Simple Cautions and Conditional Cautions. Membership of the Group is drawn from all areas of the Force who are accountable for ensuring local oversight arrangements are in place through line managers. The Force Review and Inspection Team conducted a series of thematic reviews for each category of disposal and recommendations made where good practice or improvements were identified. A Force action plan is in place to address OOCDS compliance and development activities.

The OPCC has been finalising its proposed approach to scrutiny in this area and the Terms of reference for an Out of Court Disposal Scrutiny Panel. The aim of the Panel will be to increase understanding, transparency and confidence in the use of out of court disposals by independently reviewing a selection of anonymised cases resolved by the use of an out of court disposal within Devon and Cornwall. In particular the scrutiny should provide feedback to the Force about whether the use of out of court disposals is consistent and appropriate and to help the Force to consider whether policy changes, further guidance or officer training is required to improve the use of out of court disposals and individual decision making. The Panel will include external members and the work of the scrutiny process will include review by the Panel of a sample of cases randomly selected as well as detailed dip-samples by the OPCC, which will be reported to the Panel.

- ❖ ***Effective use of restorative processes in the community, pre-sentence in the CJS and post sentence in the CJS*** Following consultation and liaison with local Community Safety Partnerships it has been agreed that each of the four

areas (Cornwall, Plymouth, Torbay and Devon) will have a sub group or forum that facilitates and monitors the delivery of restorative justice services to both victims and offenders. Funding has been provided to each of the forums to build local capacity and resilience. Further money will be made available to fund the delivery of victim initiated restorative justice approaches.

The Local Criminal Justice Board has established a working group to help the area forums with a peninsula wide referral process, IT and common minimum standards. Training events have also been funded. Support has also been provided to the national restorative justice pre-sentence pilot at Truro Crown Court being run by Victim Support and Restorative Solutions (RS). The pilot has now begun to complete restorative justice conferences and has been recognised as best practice nationally.

Priority 5: To deliver a high quality victim support service across our area

- ❖ The new victim care arrangements went live with effect from 1 April 2015. This is an innovative new approach with over 60 organisations now formally part of the Network available to help victims cope and recover from the impact of the crime.
- ❖ A new website has been designed and launched for use by all victims (irrespective of whether they wish to engage with the criminal justice system) at www.victimcaredevonandcornwall.org.uk. Victims can search the site by need, crime type or geography.
- ❖ Operational police officers and staff are all being made fully aware of the new arrangements and of their responsibilities under the Victim's Code and the EU Directive to complete Victim Needs Assessments (VNA's) for all victims of crime.
- ❖ The Victim Care Unit, based at Hawkins House, Exeter (One manager, 10 victim care officers and 3 specialist victim care advocates) will pick up all referrals from the VNA's and when appropriate pass care of the victim to a network member(s).
- ❖ Business Victims will be supported by a dedicated support arrangement provided through the Devon and Cornwall Business Council, and will be able to help businesses to recover from the impact of the crime.
- ❖ The PCC has contracted with Victim Support to provide an independent help line to help victims of crime who do not want to engage with the criminal justice system. In appropriate cases, Victim Support will refer victims to network member(s) for assistance.
- ❖ A new 'Information for victims of crime' leaflet has been developed which will be translated into the five most common languages used across Devon and Cornwall and into an easy read format.
- ❖ Arrangements are in place for victims to be able to access restorative justice services across Devon and Cornwall. The services will be co-ordinated through four area forums (Cornwall, Devon, Plymouth and Torbay)

Priority 6: To encourage and enable citizens and communities to play their part in tackling crime and making their communities safer".

- ❖ Following the completion of the Volunteering Review and the Review of the Special Constabulary the Volunteering Strategic Board is reviewing its action plan in these areas to support delivery against the volunteering and special

constables work streams. A separate report has been submitted to the Panel setting out the way ahead in this area.

- ❖ The second annual PCC and Police Volunteering Awards will take place on Sunday 12th July. Awards will be presented in 12 categories.

2. PUBLIC ENGAGEMENT

The following public engagement activities have taken place since February 2015;

1. Meet your PCC events

- ❖ In February 2015 monthly ‘meet your PCC’ events were introduced to the PCC’s engagement calendar. Meet your PCC events are held in busy public places such as supermarkets or town centres for one to two hours. These events enable members of the public the opportunity to meet with the Commissioner discuss policing and community safety issues. So far, two meet your PCCs events have been held; one in Tesco’s Exeter (24 February) and one in Sainsbury’s Truro (6 March).

- ❖ Meet your PCC events are scheduled as below;

❖ Meet your PCC Crediton	21//04/2015
❖ Meet your PCC Plymouth	12/05/2015
❖ Meet your PCC Barnstaple	16/07/2015
❖ Meet Your PCC Wadebridge	28/08/2015
❖ Meet your PCC Exmouth	24/09/2015
❖ Meet your PCC Liskeard	16/10/2015
❖ Meet your PCC Newton Abbot	11/11/2015

- ❖ Meet your PCC events also provides an opportunity for consultation to be conducted with members of the public. Consultation ran at previous events have focused on how members of the public would prefer to make contact with their Local Policing Team in a non emergency.

- ❖ The results from that consultation were as follows:

What is your preferred method to contact your Local Policing Team in a non emergency?

Phone	41
Email	19
In person- informal catch up/meeting	4
In person- formal meeting	4
Social media	18
No preference	1
Total	87

2. Online consultation

- ❖ During March the PCC website conducted a poll to identify how members of the public would prefer to make contact with their Local Policing Team in a non

emergency. This poll contributed towards consultation conducted at 'meet your PCC' events. The results from that consultation are as follows:

Phone	2
Email	12
In person-informal catch-up/meeting	8
In person-formal meeting	2
Social media	0
No preference	0

- ❖ The above data obtained from both the 'meet your PCC' events and the online poll will contribute towards a work on how local policing teams engage with the public. This piece of work will be conducted in response to the public raising concerns regarding accessibility to police officers and staff following the closure of 12 police enquiry offices in 2014 with the Police and Crime Commissioner

3. Focus Groups

❖ Focus Groups

Website Consultative Group	20/02/2015
Website Consultative Group	17/04/2015

4. Talks

	Provider	Type of Group	Date
St Austell Bright Group	Team	Religious	05/03/2015
Petroc- Law & Bus Students	Team	Youth	18/03/2015
Horrabridge Womens Institute	Team	W.I.	18/03/2015
Tiverton Rotary Club	PCC	Rotary Club	30/03/2015
Devon and Cornwall ASB Gp	PCC	Crime Prev.	21/04/2015
Redruth Town Council	PCC	Town Council	27/04/2015
Landrake w St Erney Parish Council	Team	Parish Council	28/04/2015
Dartmoor Vale Rotary Club	PCC	Rotary Club	30/04/2015
Plymouth City Probus Club	Team	Community	06/05/2015
U3A Group Moretonhampstead	PCC	Probus Club	12/05/2015
Age Concern, Cowick Street	Team	Senior	27/05/2015

❖ Talks scheduled from June 2015;

Coleridge Probus Club	PCC	Probus Club	10/06/2015
After Eight Men's Club	Team	Community	18/09/2015
Newton Ferrers & Noss Mayo W.I.	Team	W.I.	03/11/2015
Sidmouth Methodist Wesley Guild	Team	Religious	17/11/2015

5. Community days

- ❖ Community days provide an opportunity for the PCC to get out and about around Devon, Cornwall and the Isles of Scilly. Community Days will include; meeting members of the local community to hear their views on policing and community safety issues; visiting local charities, groups and organisations that support community safety and visiting PCC small grant recipients. The following community days have taken place during February and March 2015.

❖ Kingsbridge community day 10/02/15

Visit to SPIRIULIZED- Kingsbridge (PCC small grants recipient)
 Meeting with Kingsbridge Boat Watch
 Meeting with Kingsbridge Chamber of Commerce
 Attendance Kingsbridge Town Council

❖ **Bude community day 20/03/15**

Visit to Community Action Through Sport (CATS) (PCC small grants recipient)
Visit to Pathfields Centre, a small service for adults with learning disabilities

❖ **Community days April-June 2015;**

Tavistock Community Day	20/04/2015
Boscene Farm, Hayle	08/05/2015
Penwith Community Day	15/05/2015

❖ **Community days scheduled from June 2015;**

Torquay PCC	16/06/2015
St Austell	09/07/2015
Padstow	28/08/2015
Barnstaple	22/09/2015
Launceston	30/10/2015
Falmouth	14/12/2015

6. Surgeries

PCC Surgery with Launceston Town Council	11/04/2015
PCC Surgery Truro	24/04/2015
PCC Surgery Truro	27/04/2015

Members of the public are able to request a one on one surgery appointment with the PCC to discuss issues in addition to other engagement events where the PCC is accessible. Current scheduled surgeries are listed below;

7. PCC Community Meetings

❖ The PCC holds regular public meetings across Devon and Cornwall for community members to attend to discuss policing and wider community safety issues. These meetings also incorporate senior police officers and other relevant individuals who the public will have an opportunity to engage with.

❖ Bideford Community Safety Meeting (Public Sector Summit Meeting), Bideford	17/02.2015
❖ PCC Community Meeting (Honiton)	31/03/2015
❖ Exeter Pride	Lesbian,Gay,Bi-sexual,Transgndr 16/05/2015
❖ Devon County Show	Community/Agricultural 21/05/2015
❖ Royal Cornwall Show	Community/Agricultural 04/06/2015
❖ Exeter Respect (2 days)	Black and Minority Ethnicity 06/06/2015
❖ Blue Light Day Plymouth	Learning Disability 15/06/2015
❖ Plymouth Respect (2 days)	Black and Minority Ethnicity 20/06/2015
❖ Blue Light Day Cornwall	Learning Disability 01/07/2015
❖ Blue Light Day Cornwall	Learning Disability 29/07/2015
❖ Cornwall Pride	Lesbian,Gay,Bisexual,Transgndr 29/08/2015

8. Conferences

❖ Modern Slavery Conference (Eden Project, Cornwall)	03/03/2015
❖ Street Pastors Conferences (Exeter)	21/03/2015
❖ Female Genital Mutilation Conference (University of Exeter)	23/03/2015

9. Beat Walks

- | | |
|-------------------------------------|------------|
| ❖ Bude Beat Walk (Bude) | 20/03/2015 |
| ❖ Walk with Street Pastors (Exeter) | 20/03/2015 |
| ❖ Okehampton (Walking the Beat) | 03/06/2015 |

10. Awards Ceremonies

- | | |
|--|------------|
| ❖ Plymouth Payback Awards Ceremony (Plymouth University) | 10/03/2015 |
| ❖ IPDLP Passing Out Ceremony (Exeter) | 14/03/2015 |
| ❖ Plymouth Community Police Cadets, Passing Out Parade | 26/03/2015 |

11. Other Meetings

- | | |
|---|------------|
| ❖ Harbour Centre visit | |
| ❖ Criminal Justice Council (London) | 13/02/2015 |
| ❖ Meetings with prospective MPs | Feb 2015 |
| ❖ Meeting with Cornwall Neighbourhoods for Change (Redruth) | 27/02/2015 |
| ❖ Plymouth City Council Scrutiny Panel | 16/03/2015 |

9. Correspondence

- ❖ The PCC has received 221 items of correspondence since the beginning of February 2015.

3. OPCC COMMUNICATIONS

- ❖ A new Devon and Cornwall OPCC website was launched at the beginning of March and has received some very positive feedback. This was a partnership with Dorset OPCC and a website consultation group was established to seek external views during the development phase. The new website is much more 'public facing' and user friendly and includes the ability to carry out online polls. As requested, a link to the site was provided for panel member Yvonne Atkinson and she has responded to us.
- ❖ The amalgamation of our communication and engagement functions following the OPCC Review in the autumn of 2014 is now complete. This will allow a more effective interface between the two functions.
- ❖ During the period we have issued several press releases to the media, and in addition made comment on several national stories, including rises in the cost of gun licences.
- ❖ Our use of social media continues to develop. Currently our most active platform is Twitter. During the period the OPCC issued 47 tweets as well as re-tweeting a wide range of posts from partners and others. The office has increased its number of Twitter followers to over 4,023 (up 239 from the last report). This compares favourably to other PCC's. Among the matters covered are Street Pastors, FGM issues, the use of masks and balaclavas at hunts, CSE awareness (twitter event), and victim services (Approaching the launch of the new victim service arrangements on April 1st). We have redesigned our Facebook presence and are building conversations through this format with communities.
- ❖ The PCC also made appearances on local TV and radio programmes, mainly news based. Mr Hogg continues to make monthly appearances on Laurence Reed's BBC Radio Cornwall phone in and we are discussing further opportunities with local BBC

- ❖ Filming and broadcast Q&As from the Performance and Accountability Board (PAB), via the website continues. You can view these broadcasts here: <https://www.youtube.com/user/PCCTonyHogg>. To date the response from the Deputy Chief Constable to questions about hunting has received the most views
- ❖ During the pre-election period, Mr Hogg's media and public appearances were necessarily reduced as appropriate during the purdah period.

4. FINANCE AND GOVERNANCE MATTERS

Decisions made

The following decisions and approvals have been made by the PCC in recent weeks:

- ❖ **[Treasury Management Strategy 2015 - 16](#)**
The Treasury Management Strategy, including the borrowing strategy, for 2015 was approved
- ❖ ***Contract renewals 2015***
The schedule of contracts due for renewal in 2015 was noted
- ❖ ***Section 22A General Collaboration Agreement***
On 26 March 2015 the Police and Crime Commissioners and Chief Constables for Devon & Cornwall and Dorset signed a section 22A General Collaboration Agreement for the Strategic Alliance between the two force areas.
- ❖ ***Joint Strategic Boards (end of year reports)***
At the Joint Management Board meeting in June 2015 the end of year reports from the Joint Strategic Delivery Boards were considered and noted
- ❖ ***Finance Outturn Report and Appropriations to Reserves***
At the Joint Management Board meeting on 15 June 2015 the Finance Outturn Report and Appropriations to Reserves for financial year 2014/15 were approved.

The full decisions page of the OPCC website can be accessed via the following link: <http://www.devonandcornwall-pcc.gov.uk/Key-Documents/Decisions.aspx>

Financial matters

- ❖ ***Budget 2014-15.***
At the meeting of the Police and Crime Panel on 6 February 2015 the Commissioner's proposed precept increase of 1.99% received the unanimous support of the Panel.
- ❖ ***Quarterly Finance update.*** The latest projected financial position for 2014-15 was considered at the Joint Management Board on 11 March 2015, and noted.
- ❖ ***15 June 2015 Finance Outturn Report and Appropriations to Reserves***
Approved at the Joint Management Board meeting 15 June 2015.

5. RECENT HMIC INSPECTIONS

On 24 March 2015 HMIC published a report into the use of Stop & Search powers:
Stop and Search Powers 2: are the police using them effectively and fairly?

- ❖ The report reviews progress made against the recommendations of an earlier report published in 2013 and considers police use of powers under the Road Traffic Act and Police Reform Act.
- ❖ Devon & Cornwall Police were not among those forces inspected during the review although they did complete a self-assessment exercise that informed the results.
- ❖ The report made a number of specific recommendations to Chief Constables largely focused on ensuring that data capture mechanisms were sufficiently robust to support effective performance management. The recommendations will form the focus for a Performance and Accountability Board deep dive meeting in the next 4 months.

Contact for further information

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QUARTERLY UPDATE ON THE POLICE AND CRIME PLAN 2014-2017

January – March 2015

The quarterly report provides an update on activities to deliver the Police and Crime Plan 2014-2017. Since the last quarterly report was published the Joint Strategic Delivery Boards have been meeting on a regular basis to progress the activities which will deliver the Police and Crime Plan.

Police and Crime Plan Refresh

- ❖ The Police and Crime Plan (Plan) has been reviewed for 2015/16 and the OPCC has drafted a refreshed text. The refresh retains the six PCC priorities from last year and updates text and actions for the PCC, the Chief Constable and partners to reflect progress and to take account new issues. At the last Joint Management Board (JMB) a paper was submitted setting out the key issues identified through the review and consultation process with the public and external partners and attaching the draft 'asks' for the PCC, the Chief Constable and partners. It was explained at that meeting that formal consultation would commence with the Chief Constable once work on the updated performance measures had been completed.
- ❖ That work has now been completed and the full text of the Plan, which includes the updated 'asks' and the revised performance measures was sent to the Chief Constable on 27 March 2015 for formal consultation. That consultation process is going on at the time of submission of this paper. It is intended that the Plan will be finalised in the first half of April 2015 and will be distributed internally and to key partners at that time. Full publication of the refresh will take place after the pre election period has ended.

Other major activities and events

- ❖ **Victim Support Service**
The innovative approach to victim care arrangements will go live with effect from 1 April 2015. Over 60 organisations are now formally part of the Network. There will be a new website for use by all victims, regardless of whether they intend to engage with the criminal justice system. Business Victims will have a dedicated support arrangement provided through the Devon and Cornwall Business Council.

❖ **Strategic Alliance**

In February 2014 the first steps were taken towards a possible Strategic Alliance between Devon and Cornwall and Dorset police forces when a decision was taken to carry out a scoping and feasibility exercise. The decision to enter into a strategic alliance was taken in March of this year, and a formal Section 22A Collaboration Agreement was signed at a meeting of the two Police and Crime Commissioners and the two Chief Constables on 26 March 2015. The alliance is expected to make a significant contribution to the £9.8m of savings which will need to be made by 2018/19.

❖ **New OPCC Website**

At the beginning of March the new Devon and Cornwall OPCC website was launched. This was a partnership with Dorset OPCC and we took into account the views of a website consultation group. The website is much more 'public facing' and will be the key to the development of our digital engagement strategy. Information is much easier to upload, and should be much easier for members of the public to find and navigate, with opportunities to provide feedback on every page.

❖ **Breathalyser roll out**

Following completion of the Exeter University evaluation of the Breathalyser pilot in Torbay, which saw significant reductions in violent incidents during the period of the trial, the night-time use of breathalysers in licensed premises will be extended to a number of other towns. Newquay, Truro, Falmouth, Exeter, Barnstaple and Torquay have indicated that they would like to take part in the next phase.

1. UPDATES FROM THE JOINT STRATEGIC DELIVERY BOARDS

❖ **Delivery Board Plans for 2015/16**

The Delivery Plans established by the Joint Strategic Delivery Boards in 2014 were multi-year plans and work is continuing in these areas. However as work is finalised on the Plan refresh for the coming year we have asked the Board Chairs to review their action plans to ensure that they continue to align with the refreshed Plan. They have also been asked to ensure that their plans are focused and distinguish between 'Business As Usual' activity and additional actions. This preparatory work is progressing well in some areas but its progress in other areas has been slower due to the departure of the OPCC Volunteer and Engagement Manager and the required focus on launch of the new victim care arrangements, both of which have now been resolved. The revised Action Plans will be brought to JMB for approval over the coming weeks – with all plans submitted before June 2015. The revised action plans for the coming year will also include a full report on progress in 2014/15.

Priority 1

To make our area a safer place to live, work and visit – reducing the likelihood that people will become victims of crime.

Progress against Priority 1 is tracked through the Performance and Accountability Board (PAB).

Key observations and points to note*The 101 Review*

While progress against Priority 1 is largely tracked through the Performance and Accountability Board an update is provided below on the 101 Review. An Improvement Plan has been developed following publication of the 101 Review Report in November 2014 which picks up the 12 recommendations set out in that Report. Updates against those recommendations are set out below:

- ❖ **Recommendation 1:** *It is recommended that the call centre consider amalgamating the switchboard and Force Enquiry Centre functions with all calls dealt with by all call handlers as they are during the overnight periods. Update: Funding bid submitted for additional Datalpulse directory licenses to enable Switchboard function to be undertaken at Call Handling (FCC) positions. Funding bid supported in principle. Meeting with BT held in March to scope options with a response expected early April.*
- ❖ **Recommendation 2:** *The principle of providing 24 hour cover for a non-emergency police contact service should be reviewed. Further work to examine the nature of the demand and likely impact of this is recommended. Update: Initial review taken place and option presented to COG recommending 101 service becomes a 'managed service' between 0200-0700hrs each night. Interim option to divert the 101 demand into Command and Control commenced w/c 15/12/14 to enable FCC staff to focus on crime and 999 demand. Long term option will be considered in conjunction with any Alliance outcomes. However Strategic Alliance CMCU Business Case submission date has been deferred for two months. Resourcing and operating hours should be determined within the options presented.*
- ❖ **Recommendation 3:** *The role of call handlers needs to be better defined with clearer guidance about what research and post-call administration activity should be involved. It may be appropriate to consider meeting some or all of the crime recording and research functions currently undertaken by call handlers within another business area. Update: Discussion with Mobile Data and Crime Review projects as the functions and responsibilities of the roles are likely to evolve from their current format in support of the opportunities the new technology will bring. Future options are being considered both within Policing the Demand and the Strategic Alliance, as specialist researching is undertaken by non CMCU staff within the Dorset model. Work is ongoing.*
- ❖ **Recommendation 4:** *A more active and intrusive style of supervision with supervisors 'walking the floor' to provide immediate support where necessary rather than requiring call handlers to leave their stations to seek support would save vital minutes and ensure that call handlers were spending more time*

supporting callers to the best of their ability. Update: Contact Centre Managers tasked with an improvement plan to deliver consistent and appropriate supervision and leadership is provided and deliver performance improvements. Improvement plan created and Supervisors delivering key components in a phased approach with dedicated functions provided daily by named supervisors, such as performance manager, crime allocator, floor walker.

- ❖ **Recommendation 5:** *Supervisors should be required to a greater extent to actively manage queues flows through the transfer of available staff between the various functions. In particular, they should seek to ensure that public calls take priority over the management of internal force crime recording.* Update: All officer crime (except Custody) is now reported electronically via email since the implementation of the revised process on January 12th 2015. Crimes are allocated to crime recorders via call handling supervisor. Priorities are determined dynamically dependent on demand but with a view to managing all demand to acceptable performance levels.
- ❖ **Recommendation 6:** *The data available to support supervisors and management decisions and to enable more effective and relevant monitoring of performance needs to be critically reviewed.* Update: The Force Performance & Planning Manager is reviewing data sets from all systems within CMCU. Upgrade to Telephony platform (CC6) in March 2015 will provide enhance Management Information allowing better dynamic responses to performance. Performance KPIs and SLAs need to be determined for future planning around resourcing (Strategic Alliance). The primary telephony lines have been moved from HQ to Crownhill where the majority of calls are received, to limit the occasions where calls 'bounce' to the alternative site. A command within the script for the call to wait 7 minutes where no agents are logged in at one site before presenting to the other site, has been removed.
- ❖ **Recommendation 7:** *A Contact Strategy should be developed to identify alternative contact methods and support and promote their development and implementation.* Update: A contact strategy, through the Policing the Demand Project is being developed currently. A series of Contact Principles have been created and signed off, through Policing the Demand to aid the construction of the contact strategy.
- ❖ **Recommendation 8:** *An immediate review of CC6 functionality should be undertaken.* Update: A review has already been undertaken in support of the procurement of the upgraded system. Funding bid for additional enhanced functionality submitted 10/12/14 to provide funding for Interactive Voice Recognition (IVR) and Voice Activated Directory (VAD) in support of this recommendation. ACC6 contract signed with implementation of phase one anticipated late May 2015. Funding for IVR and VAD secured through the innovation funding and implementation brought forward into phase 2.
- ❖ **Recommendation 9:**
A further review of information input by FEC staff across the range of force systems should be undertaken. This should focus on how the information is used by the wider organisation and seek to reduce duplication.

Action not yet commenced outside of the requirements within mobile data and the Crime Review. Core activity, particularly around desk top resolution is being reviewed within policing the Demand.

- ❖ **Recommendation 10:** *Where possible police officers and other staff should provide those that are likely to need to call them directly with a dedicated direct dial inward (DDI) contact number to avoid the need for these to be routed through the contact centre.* Update: Issue of a Mobile Data Device (pilot February 2015) to all operational officers and staff will provide a personal issue mobile phone as part of the device enabling direct contact where appropriate. Voicemail and Telephony strategy paper signed off and being implemented shortly to manage messages on Airwave, desk phones and mobile phones. Key working practice changes will be implemented within CMCU to better manage demand and improve customer satisfaction.

- ❖ **Recommendation 11:** *The Force Call Handling Policy should be reviewed to reflect recent changes in Force systems, additional contact methods such as e-mail and online reporting and changes in working arrangements.* Update: A Policy Officer has been tasked to undertake a review - this work is ongoing

- ❖ **Recommendation 12:** *The Office for the Police & Crime Commissioner should review the Performance Management Framework contained in the Police & Crime Plan to ensure that it can measure improvements in the performance areas highlighted.* Update: The Performance Management Framework has been revised for 2015/16. Proposals focus on improving the quality of service provided throughout the call journey including speed of initial pick up, time taken to reach someone who can help and the level of satisfaction with the service provided in response to the call.

Revisions to the Plan performance framework for 2015/16

The overarching performance management framework has been reviewed for 2015/16 as part of wider work to refresh the Police and Crime Plan. The proposed changes to the framework are currently being considered by the Chief Constable as part of the formal consultation arrangements for the Police and Crime Plan. Following completion of this review we will consider what adjustments may need to be made to the existing PAB arrangements to reflect that a number of the new performance measures relate to the OPCC and partners as opposed to the Chief Constable. In addition we have recently developed a new performance report structure for the Police and Crime Panel – a copy of which is attached as Annex A. That new report includes an overall assessment, by the PCC, of progress against each of the 6 priorities. It is intended that going forward we will provide this report to the JMB on a quarterly basis along with the updates from the Strategic Boards and that versions of both these documents will be published on the OPCC website.

Priority 2

To reduce the crime and harm caused by the misuse of alcohol

The Alcohol Strategic Delivery Board meets every 2 months. The last meeting was in February 2015.

Workstream 1 Enforcement activities and licensing, including Evening and Night Time Economy (ENTE)

- ❖ Following completion of the **#RU2DRUNK** campaign in Torbay in December 2014 the Board considered the evaluation of the pilot and agreed that wider roll-

out of the initiative should be pursued. The funding of roll-out will be supported by the OPCC but partner inputs will also be sought. Decisions regarding effective deployment would be made at the BCU level – informed by central guidance and information and monitored via Inspector Adam Cornish as the Force SPOC on this issue. BCU Commanders have considered the evidence from Torquay and the guidance notes and plans are being put in place to roll-out the scheme in Exeter, Plymouth, Truro and Falmouth. An update is awaited from the force regarding the timing of roll-out and on how the Communications Strategy used in Torquay in December will be adjusted to cover tourists as well as resident populations. It is vital that the scheme maintains momentum and that it is applied successfully towards holidaymakers.

- ❖ Our plans to support responsible licensee initiatives is progressing and both the Force and the OPCC provided practical and financial support to the establishment of the Exeter Best Bar None Scheme which was launched in March 2015. The scheme has attracted strong interest locally with over 30 expressions of interest and a number of premises have already achieved accredited status. We will be prioritising work over the next two months to help reshape and reinvigorate the Cornwall Scheme. This includes work to identify new funding sources, to boost take-up and to improve effectiveness of the scheme within the year as a mechanism for spreading best practice. This work has already begun and a further meeting will take place on 23rd April 2015 involving Cornwall Council, the Force, national BBN and OPCC. We will also be working with the national BBN coordinator to support establishment of a Best Bar None Scheme in Torbay.

Workstream 2: Improving education and awareness

- ❖ We are moving forward with plans to join with drinkaware.co.uk and other south west forces to take part in a media and awareness campaign targeted at inappropriate sexual activity in the night time economy. The proposal is to expand upon a trial carried out in late 2014 in Nottingham which is designed to reduce tolerance for such activities – the initial evaluation of the pilot has been possible and drinkaware are seeking partners for a larger year long pilot campaign. All five South West PCCs have expressed an interest in working on this project and a sizeable investment is available from drinkaware to support the campaign (with an investment split of 84% drinkaware and 16% PCCs). A meeting is being set up with drinkaware to discuss in more detail. Internally we are engaging with the SMT in Communications and will need to commence discussion with leading educational establishments and CSPs in due course.
- ❖ We have met with druglink and will be progressing work over the next 3 months to e-launch the existing Alcohol Awareness Course for offenders and to develop and pilot a new online course. The Home Office Innovation Fund bid for the online course was not successful and we are currently exploring what impact this may have on our planned approach for the online tool.

Workstream 3: Influencing locally and nationally to deliver change

- ❖ The main focus of work over the past two months has been the development of a clear policy mandate on alcohol. This mandate will enable us to influence policy thinking nationally and locally on key legislative issues after the General Election. We also continue to work closely with the national force lead on alcohol – with a view to establishing a common reform agenda that we can present to incoming Ministers after the General Election. A PCC briefing note and questionnaire has

been prepared and will be circulated shortly to all PCCs seeking their views on key alcohol policy issues.

Workstream 4: Preventing alcohol related crime and Anti Social Behaviour (ASB) and supporting community safety

- ❖ There is currently duplication within the existing Alcohol Action Plan. Much of the work included here is duplicated in workstream 1 or is 'business as usual'. It is proposed that we streamline the action plan and remove this workstream for the coming year.
- ❖ The PCC has decided that the PCC Small Grants Scheme will not operate in 2015/16. Instead the funds would be used in a more dynamic manner to support delivery of the Police and Crime Plan priorities through specific grants or budget allocations.

Workstream 5: Data and analysis

- ❖ New datasets are now available which will allow us to better understand the links between certain types of offending and alcohol. This has enabled us to take a more sophisticated approach to performance measures in this area for the refreshed Plan for 2015/16.
- ❖ A new reporting dashboard is being developed for use by the Alcohol Strategic Delivery Board which will include performance data and trends on offending, licensing and health data. A prototype dashboard is being developed and will be shared with JMB once available.

Priority 3

To make every penny count in protecting policing for the long term. We need to drive for further efficiency, work to secure more central funding and actively explore all avenues to deliver the significant savings we require from 2017/18 to sustain our services.

The Every Penny Counts Strategic Delivery Board meets every 6 weeks on average. The next meeting is due to take place in April 2015.

At the time of the creation of this Delivery Board, target savings in the order of £14.1m were required over the 4 year period from 2015/16 to 2018/19. This figure now sits at £9.8m of savings. Work is set to continue during 2015 to continue to look for new areas for savings. Key issues to note, include:

Work Package 1 – Funding Streams and Income Generation

- ❖ Potential for income generation from advertising (hoardings) on Police Estates - awaiting desktop surveys.
- ❖ Match funding PCSOs / other posts. Draft documentation of scheme to be produced – timescale end May 201
- ❖ Funding Strategy – awaiting result from Innovation Fund Bid in order to appoint fundraising consultants.

- ❖ Charges to Local Authorities (relating to disclosures) – to be built into budget monitoring.

Work Package 2 – Collaboration with Dorset (Strategic Alliance)

- ❖ Work to develop a Strategic Alliance with Dorset continues and has culminated in the formal decision on 26th March 2015 to enter into a Strategic Alliance and the signing of the section 22a agreement.

Work Package 3 – Review of Police Estates

- ❖ Legal advice on commercialisation of the Police Estate has been received and this work can now commence in earnest. Estates are now working on a development brief to guide the process for commercialisation
- ❖ Estates Rationalisation project - the current programme is under review and additional opportunities are being identified. A new 5 to 7 year programme will be developed in the first quarter of 2015/16.

Work Package 5 – Value for Money in the PCCs Office

- ❖ Work continues on the planned relocation of the OPCC office from rented space into the Middlemoor Headquarters.
- ❖ An Interim Internal Audit Business Case to December 2015 has been agreed by the Joint Audit Committee. The arrangements from thereon will depend on the Strategic Alliance Business case and any assurance mapping.
- ❖ Implementation of office restructure plans are complete
- ❖ Work continues on the feasibility for the office relocation to Middlemoor with a potential planned move date of summer 2016.

Work Package 6 – Home Office Innovation Fund

- ❖ The Government published the results of the most recent (2015/16) Innovation Fund on 26th March 2015. The joint bid from Dorset for around £4 million per annum for the next 2 years on the Strategic Alliance was not successful. Neither were we successful in our bids on cadets, domestic abuse and fundraising.
- ❖ This is extremely disappointing and we are currently analysing the results of the bidding round. It is clear that there were some big winners – in particular force collaborations in the South East (with 2 collaboration projects netting close to £10 million between them).
- ❖ A report will be submitted to the next Every Penny Counts Board which will set out the allocation of funds to Devon & Cornwall across the lifespan of the Innovation Fund to date (we have received some significant funds in areas such as forensics, mobile data and digital evidence management).

Priority 4

To promote an effective Criminal Justice System for our area, delivering a high quality service for victims, witnesses and society.

The CJS Strategic Delivery Board meets every quarter. The last meeting was in January 2015. A short action plan was put in place for this Board in late 2014 which sets out 4 priority areas: LCJB oversight, mental health, transforming rehabilitation and out of court disposals.

Mental Health*Section 136*

- ❖ As JMB members are well aware a revised section 136 protocol has been prepared and is being followed by most agencies as of 1 March 2015. Partner agencies are seeking to re engineer local services to be able to comply with the protocol. Some are more advanced than others so the embedding of the protocol will continue to be work in progress.
- ❖ Good progress has been made on specific arrangements for young people under 18 – with facilities now in Plymouth (for Devon) and an assessment suite in Cornwall. Resorting to custody for young people should therefore become a very rare event e.g. in cases of exceptional violence.
- ❖ Much work is being undertaken by the relevant agencies and positive changes are starting to happen, as highlighted previously much more needs to be done but the direction of travel is positive. The force are actively tracking progress and monitoring the time spent by officers in A&E with people suffering a mental health crisis whilst waiting for health services to take the patient.

Street triage

- ❖ The Devon Street Triage Pilot commenced on 6th March 2014 operating for a 12 month period. This report evaluates the first 6 months of operation up to and including September 2014. A national report is being prepared covering the nine official pilot sites supported by funding provided by the Department of Health, but this has yet to be published.
- ❖ Operationally, the pilot was limited to the Devon and Plymouth Policing areas. The pilot involved the provision of two mental health practitioners, one in each Police Control room Thursday – Sunday 2000hrs-0600hrs to provide immediate advice, guidance and support to officers and staff both inside and outside of the control room. This advice could be accessed either by phone, or in person at incidents in the Exeter or Plymouth area. A core process of information sharing underpins the entire initiative.
- ❖ In the first 6 months 464 police incidents were referred to street triage colleagues.
 - **Lives saved** - on at least **5** occasions the intervention of Street Triage has directly stopped a person in crisis from successfully committing suicide.
 - Police custody data indicates that **during Street Triage operating hours** section 136 detentions have **reduced by 32%**. This figure maybe higher

as only **4.4%** of those named individuals recorded on the Street Triage database also appeared on the Police custody database.

- Street Triage data indicates **that during its operating hours** in the first 6 months **49 s.136 MHA detentions were averted** by the service.
 - Street Triage was directly involved in trying to **locate 138 missing persons** thought to be in some form of crisis.
 - Street Triage directly enabled Police to **locate 13 High Risk missing persons** thought to be in some form of crisis.
 - Conservative figures suggest **non-cashable savings** across Police and Health of **£133,299**.
 - Clear statistical evidence that indicates although s.136 detentions in health based POS have increased, during Street Triage operating hours they have **remained static or have decreased, against the trend**.
 - The Service enables Police and Health to meet the four key principles and outcomes of the **Crisis Care Concordat**.
 - Further benefits have been identified such as improvements in Police decision making to manage risk/harm and increased liaison between Police, POS and A& E.
- ❖ The PCC has agreed with North, East and West Devon CCG and South Devon and Torbay CCG, to jointly fund a continuation of the Street Triage Scheme for 2015/16. Negotiations continue with Kernow CCG about the possibility of the scheme being extended to cover Cornwall.

Out of Court Disposals

- ❖ The OPCC has been finalising its proposed approach to scrutiny in this area and the Terms of Reference for an Out of Court Disposal Scrutiny Panel.
- ❖ The aim of the Panel will be to increase understanding, transparency and confidence in the use of out of court disposals by independently reviewing a selection of anonymised cases resolved by the use of an out of court disposal within Devon and Cornwall. In particular the scrutiny should provide feedback to the Force about whether the use of out of court disposals is consistent and appropriate. The purpose of the feedback is to help the Force to consider whether policy changes, further guidance or officer training is required to improve the use of out of court disposals and individual decision making.
- ❖ The Panel will include external members, including the magistracy and the scrutiny process will include review by the Panel of a sample of cases randomly selected as well as detailed dip-samples by the OPCC which will be reported to the Panel.

Transforming Rehabilitation

- ❖ As a result of the Offender Rehabilitation Act, the CRC now is responsible for delivering a through the gate service to all offenders who are sentenced to a short term custodial sentence (Exeter) and those serving longer sentences who return to a local resettlement prison (Channings Wood).
- ❖ The CRC has published a strategic document entitled, 'Reducing Reoffending for Safer Communities and Fewer Victims'. It sets out the work being undertaken in four functional blocks
 1. **Engage** - Understanding our communities, safeguarding and domestic abuse, restorative justice and working differently with women
 2. **Change** – Community Hubs and enabling people to engage with their communities in new and more positive ways

3. **Rehabilitate** – Substance Misuse, Domestic Abuse, Prolific offenders Scheme (TurnAround)
4. **Reintegrate** – Accredited programmes: Building Better Relationships, Thinking Skills Programme and Programmes for Change: Alcohol, Education Training and Employment, Engage Programme, Keeping Calm, Positive Relationships including Community Payback

Priority 5

To deliver a high quality victim support service across our area

The Victims Delivery Board meets on a monthly basis. The main focus of the Board's work over the past 10 months has been on the design, development and delivery of the new victim care arrangements

- ❖ The new victim care arrangements will go live with effect from 1 April 2015. This is an innovative new approach with over 60 organisations now formally part of the Network.
- ❖ A new website will be launched for use by all victims (irrespective of whether they wish to engage with the criminal justice system) at www.victimcaredevonandcornwall.org.uk. Victims can search the site by need, crime type or geography.
- ❖ Operational police staff are all being made fully aware of the new arrangements and of their responsibilities under the Victim's Code and the EU Directive to complete Victim Needs Assessments.
- ❖ The Victim Care Unit, based at Hawkins House, Exeter (One manager, 10 victim care officers and 3 specialist victim care advocates) will pick up all referrals from the VNA's and when appropriate pass care of the victim to a network member(s).
- ❖ Business Victims will be supported by a dedicated support arrangement provided through the Devon and Cornwall Business Council, and will be able to help businesses to recover from the impact of the crime.
- ❖ The PCC has contracted with Victim Support to provide an independent help line to help victims of crime who do not want to engage with the criminal justice system. In appropriate cases, Victim Support will refer victims to network member(s) for assistance.
- ❖ A new information for victims of crime leaflet has been developed which will be translated into the five most common languages used across Devon and Cornwall and into an easy read format.

Priority 6

To encourage and enable citizens and communities to play their part in tackling crime and making their communities safer”.

The Board has not met since Autumn 2014. A new programme of meetings is now being set up.

Workstream1: Volunteer review

- ❖ The Volunteering Review was completed prior to the departure of the OPCC Volunteers and Engagement Manager in mid March 2015. The report is now being reviewed by the respective OPCC and Force leads (Supt Kennedy and Karen Mellodew) and will be brought to the next Volunteers Strategic Delivery Board.

Workstream 2: Special Constabulary

- ❖ An independent review of the Special Constabulary was undertaken by Volunteering Values Ltd. The objective of the review was to provide a summary of the key findings, balanced against the National Strategy core deliverables for the Special Constabulary. Information for the report was gathered by;
 - Documentation Review
 - Interview of the Special Constabulary Senior Management Team
 - Contact groups of specials (seven officers of diverse gender, grades and service)
 - Reality checks, including conversations with key stakeholders, regular officers, police staff, Learning Development representatives, notice boards, Internet and social media forums.
- ❖ The review explored the following seven strategic areas:
 - Strategy
 - Communication
 - Recruitment and Location
 - Training and Development
 - Resource Management and Tasking
 - Performance Management
 - Leadership Development
- ❖ The final report has been received by the Commissioner. The key findings and recommendations will be considered at the next Volunteers Strategic Delivery Board and will be fed back to the JMB in due course via that Board.

People and Leadership Strategic Delivery Board

Recent work has been undertaken to review the operation of the People and Leadership Strategic Delivery Board and to develop a clear action plan and programme of activity for the Board. This work is continuing and is being led by Jan Stanhope and Graham Smith alongside work to refocus and realign JRR 001. A regular series of Board meetings is being put in place.

2. PUBLIC ENGAGEMENT

March update

The following public engagement activities have taken place since February 2015;

1. Meet your PCC events

- ❖ In February 2015 monthly 'meet your PCC' events were introduced to the PCC's engagement calendar. Meet your PCC events are held in busy public places such as supermarkets or town centres for one to two hours. These events enable members of the public the opportunity to meet with their PCC to discuss policing and community safety issues. So far, two meet your PCCs events have been held; one in Tesco's Exeter (24 February) and one in Sainsbury's Truro (6 March).
- ❖ Further meet your PCC events are scheduled as below;

Meet your PCC- Crediton	21/04/2015
Meet your PCC- Plymouth	12/05/2015
Meet your PCC- Pool	12/06/2015
Meet your PCC- North Devon (TBC)	14/07/2015
Meet your PCC- Wadebridge	28/08/2015
Meet your PCC- Exmouth	24/09/2015
Meet your PCC- Liskeard	16/10/2015
Meet your PCC- Newton Abbot	11/11/2015

- ❖ Meet your PCC events also provides an opportunity for consultation to be conducted with members of the public. Consultation ran at previous events have focused on how members of the public would prefer to make contact with their Local Policing Team in a non emergency.
- ❖ The results from that consultation were as follows:

Public Consultation. What is your preferred method to contact your Local Policing Team in a non emergency?	
Phone	41
Email	19
In person- informal catch up/meeting	4
In person- formal meeting	4
Social media	18
No preference	1
Total	87

2. Online consultation

- ❖ During March a poll was also running on the PCC website to identify how members of the public would prefer to make contact with their Local Policing Team in a non emergency. This poll contributed towards consultation conducted at 'meet your PCC' events. The results from that consultation are as follows:

On-line Consultation. What is your preferred method to contact your Local Policing Team in a non emergency?	
Phone	2
Email	12
In person-informal catch-up/meeting	8
In person-formal meeting	2
Social media	0
No preference	0
Total	24

- ❖ The data obtained from both the 'meet your PCC' events and the online poll will contribute towards a piece of work on how local policing teams engage with the public. This piece of work will be conducted in response to the public raising concerns regarding accessibility to police officers and staff following the closure of 12 police enquiry offices in 2014 with the Police and Crime Commissioner

3. Focus Groups

- ❖ **Focus Groups**

Website Consultative Group
Website Consultative Group

20/02/2015
17/04/2015

4. Talks

March 2015

Group	Provider	Type of Group	Date
St Austell Bright Group	OPCC	Religious	05/03/2015
Petroc- Law & Business Students	OPCC	Youth	18/03/2015
Horrabridge Womens Institute	OPCC	W.I.	18/03/2015
Tiverton Rotary Club	PCC	Rotary Club	30/03/2015

Talks scheduled from March 2015;

Group	Provider	Type of Group	Date
Devon and Cornwall ASB Group	PCC	Crime Prevention	21/04/2015
Redruth Town Council	PCC	Town Council	27/04/2015
Landrake/St Erney Parish Council	OPCC	Parish Council	28/4/2015
Dartmoor Vale Rotary Club	PCC	Rotary Club	30/04/2015
Plymouth City Probus Club	OPCC	Community	06/05/2015
U3A Group Moretonhampstead	PCC	Probus Club	12/05/2015
Age Concern, Cowick Street	OPCC	Senior	27/05/2015
Coleridge Probus Club	PCC	Probus Club	10/06/2015
After Eight Men's Club	OPCC	Community	18/09/2015
Newton Ferrers & Noss Mayo W.I.	OPCC	W.I.	03/11/2015
Sidmouth Methodist Wesley Guild	OPCC	Religious	17/11/2015

5. Community days

- ❖ Community days provide an opportunity for the PCC to get out and about around Devon, Cornwall and the Isles of Scilly. Community Days will include; meeting members of the local community to hear their views on policing and community safety issues; visiting local charities, groups and organisations that support community safety and visiting PCC small grant recipients. The following community days have taken place during February and March 2015.



- ❖ **Kingsbridge community day 10/02/15**

Visit to SPIRIULIZED- Kingsbridge (PCC small grants recipient)
Meeting with Kingsbridge Boat Watch
Meeting with Kingsbridge Chamber of Commerce
Attendance Kingsbridge Town Council

- ❖ **Bude community day 20/03/15**

Visit to Community Action Through Sport (CATS) (PCC small grants recipient)
Visit to Pathfields Centre, a small service for adults with learning disabilities

- ❖ **The following community days are scheduled after March 2015;**

Tavistock Community Day	20/04/2015
Isles of Scilly Community Day	01/05/2015
Boscene Farm, Hayle	08/05/2015
Community Day Penwith	15/05/2015
Community Day Okehampton	03/06/2015
Community Day St Austell	09/07/2015
Community Day Padstow	28/08/2015
Community Day Barnstaple	22/09/2015
Community Day Launceston	30/10/2015
Community Day Falmouth	14/12/2015

6. Surgeries

PCC Surgery, Launceston Town Council	11/04/2015
PCC Surgery, Truro	24/04/2015
PCC Surgery Truro	27/04/2015

Members of the public are able to request a one on one surgery appointment with the PCC to discuss issues in addition to other engagement events where the PCC is accessible. Current scheduled surgeries are listed below;

7. PCC Community Meetings

- ❖ The PCC will be holding regular public meetings across Devon and Cornwall for community members to attend to discuss policing and wider community safety issues. These meetings will also incorporate senior police officers and other relevant individuals who the public will have an opportunity to engage with.

Meetings January – March 2015		
Bideford Community Safety Meeting (Public Sector Summit Meeting)	Community	17/02/2015
PCC Community Meeting (Honiton)	Community	31/03/2015

Upcoming Meetings		
Exeter Pride	Lesbian, Gay, Bi-sexual, Transgender	16/05/2015
Devon County Show	Community/Agricultural	21/05/2015
Royal Cornwall Show	Community/Agricultural	4/06/2015
Exeter Respect (2 days)	Black and Minority Ethnicity	6/06/2015
Blue Light Day Plymouth	Learning Disability	15/06/2015
Plymouth Respect (2 days)	Black and Minority Ethnicity	20/06/2015
Blue Light Day Cornwall	Learning Disability	01/07/2015
Blue Light Day Cornwall	Lesbian, Gay, Bi-sexual, Transgender	29/08/2015

8. Conferences

Modern Slavery Conference (Eden Project, Cornwall)	03/03/2015
Street Pastors Conferences (Exeter)	21/03/2015
Female Genital Mutilation Conference (University of Exeter)	23/03/2015

9. Beat Walks

Bude Beat Walk (Bude)	20/03/2015
Walk with Street Pastors (Exeter)	20/03/2015

10. Awards Ceremonies

Plymouth Payback Awards Ceremony (Plymouth University)	10/03/2015
IPDLP Passing Out Ceremony (Exeter)	14/03/2015
Plymouth Community Police Cadets, Passing Out Parade	26/03/2015

10. Correspondence

The PCC has received 221 items of correspondence since the beginning of February 2015

3. OPCC COMMUNICATIONS

- ❖ A new Devon and Cornwall OPCC website was launched at the beginning of March and has received some very positive feedback. This was a partnership with Dorset OPCC and we took into account the views of a website consultation group. We feel that this website is much more 'public facing' and information is much easier to find and navigate. As requested, a link to the site was provided for panel member Yvonne Atkinson and she has responded to us.
- ❖ We have now amalgamated our communication and engagement functions following the OPCC Review in Autumn. This will allow a more effective interface between the two which quite often run together
- ❖ In this period, we have issued several press releases to the media, and in addition made comment on several national stories, including rise in cost of gun licenses .

- ❖ The OPCC issued 47 tweets to encourage greater interactions with our communities. The office increased its number of Twitter followers to over 4,023 (up 239 from the last report). This compares favourably to other PCC's
- ❖ Among the matters covered are Street Pastors, FGM issues, the use of masks and balaclavas at hunts, CSE awareness (twitter event), and victim services (Approaching the launch of the new victim service arrangements on April 1st)
- ❖ We have redesigned our facebook presence and are building conversations through this format with communities.
- ❖ The PCC also made appearances on local TV and radio programmes, mainly news based.
- ❖ In addition the OPCC sent media outlets self contained audio interviews on a variety of topics.
- ❖ Mr Hogg continues to make monthly appearances on Laurence Reed's BBC Radio Cornwall phone in and we are discussing further opportunities with local BBC
- ❖ Filming and broadcast Q&As from the Performance and Accountability Board (PAB), via the website continues. You can view this here: <https://www.youtube.com/user/PCCTonyHogg>. A response from the Deputy Chief Constable about the hunting issue, above, has received the most views
- ❖ As we enter the pre-election period, Mr Hogg's media and public appearances will necessarily be more occasional as appropriate during the purdah period.

4. FINANCE AND GOVERNANCE MATTERS

1. Decisions made

The following decisions and approvals have been made by the PCC in recent weeks:

- ❖ ***Treasury Management Strategy 2015 - 16***
The Treasury Management Strategy, including the borrowing strategy, for 2015 was approved
- ❖ ***Contract renewals 2015***
The schedule of contracts due for renewal in 2015 was noted
- ❖ ***Strategic Alliance – Section 22a agreement signed***
The formal Section 22a agreement was signed by the Police and Crime Commissioners and the Chief Constables of Devon and Cornwall and Dorset Police Services.
- ❖ ***Audit Letters***
The Financial Statements of the Police and Crime Commissioner and the Chief Constable to the external auditors have been submitted and published.

The full decisions page of the OPCC website can be accessed via the following link:
<http://www.devonandcornwall-pcc.gov.uk/Key-Documents/Decisions.aspx>

2. Financial matters

❖ ***Budget 2014-15.***

At the meeting of the Police and Crime Panel on 6 February 2015 the Commissioner's proposed precept increase of 1.99% received the unanimous support of the Panel.

- ### ❖ ***Quarterly Finance update.*** The latest projected financial position for 2014-15 was considered at the Joint Management Board on 11 March 2015, and noted.

5. RECENT HMIC INSPECTIONS

On 24 March 2015 HMIC published a report into the use of Stop & Search powers:
Stop and Search Powers 2: are the police using them effectively and fairly?

- ❖ The report reviewed progress made against the recommendations of an earlier report published in 2013 and also considers police use of powers under the Road Traffic Act and Police Reform Act.
- ❖ Devon & Cornwall Police were not among those forces inspected during the review although they did complete a self-assessment exercise that informed the results.
- ❖ The report made a number of specific recommendations to Chief Constables largely focusing on ensuring that data capture mechanisms were sufficiently robust to support effective performance management. The recommendations will form the focus for a Performance and Accountability Board deep dive meeting in the coming months.

Contact for further information

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Police and Crime Panel Meeting

3rd July 2015

Report of the Chief Executive of the Office of Police and Crime Commissioner

COMPLAINTS AGAINST THE POLICE AND CRIME COMMISSIONER RECEIVED UNDER THE POLICE REFORM AND SOCIAL RESPONSIBILITY ACT 2011

1. One complaint against the Police and Crime Commissioner has been received during the period 21st January 2015-17th June 2015.
2. The number of complaints received and handled since the PCC's election on 15 November 2012 are shown below at Table 1.

Table 1

Dates	Complaints received	Number of Complaint recorded	Number of Complaints unrecorded	Total	Complaints forwarded to IPCC by the OPCC
15 Nov 2012 – 9 April 2013	0	0	0	0	0
10 April – 24 Sept 2013	2	1	1	2	0
25 Sept – 25 Nov 2013	4	4	0	4	0
26 Nov 2013– 18 Jan 2014	0	0	0	0	0
19 Jan 2014-12 Mar 2014	0	0	0	0	0
13 Mar 2014-6 June 2014	1	0	1	1	0
7 June 2014-1 October 2014	0	0	0	0	0
2 October 2014 – 26 November 2014	0	0	0	0	0
27 November 2014 – 20 January 2015	1	1	0	1	0
21 st January 2015-17 th June 2015	1	0	1	1	0
			Grand total	9	0

Andrew White

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Report updated 17th June 2015

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