

Devon and Cornwall Police and Crime Panel

Friday 5 February 2016

PRESENT:

Councillor Croad, in the Chair.

Councillor Batters, Vice Chair.

Councillors Boundy, Philippa Davey, Excell, Jordan (substitute for Councillor Mrs Pengelly), Martin, Saltern, Squires, Watson and Wright.

Independent Representatives: Yvonne Atkinson and Sarah Wakfer.

Apologies for absence: Councillors Brown, Mathews, Moulson, Sanders, Sutton and Toms.

Also in attendance: Jo Heather (Democratic and Governance Officer, Cornwall Council), Tony Hogg (Devon and Cornwall Police and Crime Commissioner), Ross Jago (Performance and Research Officer, Plymouth City Council), Duncan Walton (OPCC Treasurer/Chief Finance Officer), Andrew White (OPCC Chief Executive and Monitoring Officer) and Lynn Young (Democratic Support Officer).

The meeting started at 10.34 am and finished at 1.44 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.

46. **MINUTES**

Members reviewed the minutes of the meeting held on 11 December 2015 and it was highlighted that 'Co-opted Representatives' under the membership section should read 'Independent Representatives'.

Agreed that subject to the minutes being amended as above, the minutes of the meeting held on 11 December 2015 are confirmed as a correct record.

47. **DECLARATIONS OF INTEREST**

There were no declarations of interest made by members in respect of items under discussion at this meeting.

48. **PUBLIC QUESTIONS**

There were no questions from members of the public.

49. **THE POLICE AND CRIME COMMISSIONER'S FORMAL 12 MONTH REVIEW OF PROGRESS AGAINST THE RECOMMENDATIONS OF THE I01 REVIEW**

Andrew White (OPCC Chief Executive and Monitoring Officer) reported on the formal 12 month review of progress against the recommendations of the I01 review. Members were advised that –

- (a) this report was the second that the OPCC had undertaken on the review of the I01 service;
- (b) since the last report 12 months ago, the situation had not improved – in fact it had deteriorated;
- (c) first pick up of calls remained strong and 999 calls were answered quickly, however there were still delays transferring calls to the Force Enquiry Centre (FEC), and the waiting time had now doubled from over 4 minutes to over 8 minutes in the last 12 months. Over one in three callers now waited longer than 10 minutes for some form of resolution;
- (d) there were two main reasons for the current situation – a delay in the introduction of a technological solution, and the lack of focus on this issue;
- (e) the OPCC were the first to identify there was a problem and the PCC highlighted it to the Chief Constable, making it clear that he expected to see an immediate improvement, particularly in relation to the long waiting times and those callers who waited longer than 10 minutes;
- (f) new technology would not be implemented for six months, however the PCC had provided the sum of £250K so that other solutions could be provided to support this area;
- (g) the Chief Constable had established a ‘Gold Group’ to address this issue and meetings were held fortnightly. A detailed action plan would be produced and would be monitored regularly and it was hoped that the position would soon improve;
- (h) the PCC would report back to the Panel on this issue before his end of office.

In response to questions, Members were advised that –

- (i) the OPCC recognised the unacceptable position of the I01 service. The real improvement would happen with the introduction of new technology in six months’ time. As an interim measure the additional money would be spent on extra staff to ensure that there were sufficient operators available at peak times;
- (j) an increasing number of people contacted the Police by e-mail; these were responded to promptly;

- (k) discussions were ongoing between the PCC and Chief Constable to establish what constituted a reasonable waiting time for callers;
- (l) a total of 182 operators worked within the control rooms at Exeter and Plymouth.

Following the presentation and discussion, the following observations were made –

- (m) the additional sum of £250K demonstrated a failure to influence the Chief Constable, and this extra cost would ultimately be passed on the taxpayer (Councillor Davey);
- (n) the importance of the correct processes, procedures and systems to be in place, in addition to new technology (Councillor Jordan);
- (o) the requirement for qualitative measures be put in place regarding customer feedback (Yvonne Atkinson).

Ross Jago (Performance and Research Officer) advised the Panel that it would be appropriate for an update on this issue in six months' time. It should remain an area of focus for the new PCC and an action plan should be made available in order that performance measures can be monitored.

The Panel agreed to receive a further report in six months' time and noted the report.

50. **CONSIDERATION OF THE POLICE AND CRIME COMMISSIONER'S PLANS FOR REFRESHING THE POLICE AND THE CRIME PLAN 2014-17**

Ross Jago highlighted to the Panel the importance of their obligation to scrutinise any variation or refresh to a Police and Crime Plan, and reminded them this was not what was before them today due to the election in May. If the Panel decided to make any recommendations, a report detailing these would be sent to the Police and Crime Commissioner.

The OPCC Chief Executive advised the Panel that the plan had always been launched in April, however due to the forthcoming election for a new PCC in May and the requirement for the new PCC to produce a plan, this was considered the best way forward.

Members were advised that –

- (a) the PCC had written to key partners (including this Panel) on 13 January 2016 detailing recent developments, his plans for the forthcoming months and his intentions regarding the Police and Crime Plan;
- (b) the most recent Peninsular Strategic Assessment had highlighted areas which needed continued emphasis, which were –

- domestic abuse/sexual violence
 - alcohol related harm
- (c) there would be an increased focus on the following areas –
- tackling safeguarding
 - child sexual exploitation
 - cyber crime
- (d) there would be an operational and financial emphasis on counter terrorism to ensure the safety of the people of the United Kingdom , particularly the residents of Devon, Cornwall and the Isles of Scilly.

In response to questions, Members were advised that –

- (e) it was difficult for the Police and Crime Plan to identify all areas of concern and provide the prominence on certain issues that the Panel wanted;
- (f) the issue of domestic abuse was a priority and taken seriously although it did not have a headline within the Plan;
- (g) there had been recent changes around safeguarding for the victims of domestic abuse which should now see an improvement;
- (h) alcohol related crime was linked to a range of other crimes and remained a focus in the Plan;
- (i) the PCC commissioned Community Safety Partnerships and they could prioritise funds for issues relevant to their areas.

The Panel noted the report provided and that the Police and Crime Commissioner had not formally refreshed the Police and Crime Plan.

The Panel made specific recommendations in relation to this agenda item –

- (1) agreed that the Draft Police and Crime Plans of the incoming Commissioner are made available at the first meeting of the Police and Crime Panel in the new municipal year;
- (2) agreed that Domestic Abuse and Sexual Violence is explicitly mentioned as a priority within any new Police and Crime Plan reflecting the threat identified in the Peninsula Strategic Assessment and highlighted by Community Safety Partnerships in the force area;
- (3) agreed that the recommendations resulting from Cornwall Council's select committee review of the Engagement of the Safer Cornwall Partnership in the Domestic Homicide Review Process be built into police service plans, business plans and policies;

- (4) agreed that the host authority prepare a response to the PCC, with the Chair to sign this on their behalf.

51. **CONSIDERATION OF THE POLICE AND CRIME COMMISSIONER'S PROPOSED LEVEL OF PRECEPT FOR 2016-17**

Ross Jago highlighted to the Panel that there were insufficient members present to veto the precept.

The 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 PCC, the OPCC Chief Executive and the OPCC Treasurer.

The OPCC Treasurer advised the Panel that this budget was the final one for the current PCC and set a firm foundation and opportunities for the next PCC.

In addition to the report, the Panel received a presentation which set out a detailed budget analysis as contained in the attached –



Precept
presentation.pptx

In response to questions, Members were advised -

- (a) it was unreasonable to expect the workforce plans yet;
- (b) Dorset currently had 30 business plans, and 70 police staff at Middlemoor were working on various projects; regular meetings were held with Dorset;
- (c) all of the Police estate needed to be 'fit for purpose'
- (d) a number of police stations and buildings were being closed, however in these situations a newer, smaller, more suitable building was, in most cases, built nearby;
- (e) a percentage was built in to the budget to allow for new houses;
- (f) the OPCC would not co-locate with the Police at Middlemoor unless there was an immediate and substantial budget saving;
- (g) the five PCCs and police forces in the south west peninsular would be investigating ways of working more closely together.

Having considered the evidence presented by the Police and Crime Commissioner and his support staff, the Police and Crime Panel:

Agreed unanimously the proposal to increase the precept by 1.99% (13 members present out of 20).

During the debate members of the Police and Crime Panel raised specific concerns and –

- (1) agreed to recommend that a written report regarding the Workforce Plan along with the Plan itself is scrutinised at the April 2016 meeting of the Panel;
- (2) agreed to recommend that a written report and detailed benefits profile in relation to the 'Strategic Alliance' is scrutinised at the April 2016 meeting of the Panel;
- (3) agreed to recommend that a written report outlining savings to be made from this proposal is scrutinised by the Panel following an ongoing tendering process;
- (4) recommended that a written report is provided to a future meeting to include business cases and associated work which has taken place since the Police and Crime Commissioner received responsibility of the force estate and how he has worked with partners, in particular Local Authorities across the force area;
- (5) requested further written information on Income Generation and Grant Maximisation being undertaken by the Office of the Police and Crime Commissioner, more details on regional collaboration of force control centres (with a focus on business cases where available) and more detail on the profile of the significant levels of reserve and projected spend over the next four year period.

(A report detailing these recommendations was sent to the PCC on 8 February 2016)

52. **THE POLICE AND CRIME COMMISSIONER'S PERFORMANCE REPORT**

The Police and Crime Commissioner submitted an update on the performance measures set out in the Police and Crime Plan 2014-17.

Highlights of the report included –

- (a) Devon and Cornwall Police were now ranked the 3rd lowest force for crime per head of population;
- (b) the force were top in the country for public confidence in the police;
- (c) the recent HMIC inspection had revealed that the force 'required improvement';
- (d) there had been a decrease in victim based crime;
- (e) the figure for violence with injury was not reducing, and violent incidences involving dogs had accounted for this increase;
- (f) violence without injury remained a challenge and had increased due to the increase in the use of social media.

The Panel noted the report.

53. **THE POLICE AND CRIME COMMISSIONER'S UPDATE REPORT**

The Police and Crime Commissioner submitted an update reporting on the activities of the Police and Crime Commissioner and progress made in delivering the Police and Crime Plan since the last meeting in December 2015.

Members were advised that –

- (a) a section of the report contained updates as requested at the December meeting, and covered the following –
- details of proposed significant future savings;
 - definition of neighbourhood policing;
 - purpose of earmarked reserves;
 - provisos for budgets for Community Safety Partnerships (CSPs);
 - workforce planning;
 - 101 review;
 - PCC's performance report;
 - PCC's update report;
- (b) the next full report on progress against the Police and Crime Plan priorities would be provided to the April 2016 meeting, given the short time that had passed since the last update in December 2015;
- (c) due to time constraints, the short film about the Victim Care Unit would be sent to members as a link;

In response to questions, Members were advised that –

- (d) figures in relation to honour based violence, female genital mutilation (FGM), trafficking and modern slavery would be brought to the April 2016 meeting;
- (e) the Chief Constable recognised the value of PCSOs and had assured the force that there would be no cuts in this service for 2 years. There was sufficient money allocated in the budget to fund PCSOs for this period.

The Panel noted the report.

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

The Panel noted that one complaint had been received during the period 27 November 2015 – 13 January 2016 which was subsequently withdrawn by the complainant.

55. **POLICE AND CRIME PANEL WORKPLAN 2015-2016**

Ross Jago (Performance and Research Officer, Plymouth City Council) discussed the work plan with the Panel, and it was agreed –

- (1) the response to accept the precept proposal is added to the work plan for the next meeting in April 2016;
- (2) the review of 101 is added to the work plan as a future item;
- (3) the updated and proposed work plan.

56. **FUTURE MEETING DATES**

It was noted that the next meeting would take place on 15 April 2016, with the meeting scheduled for 19 February 2016 no longer being required. The Democratic Support Officer would canvas members for dates for the 2016-17 municipal year.