



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 OPCS 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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