



**Police and Crime Panel Meeting  
9 October 2015  
Report of the Police and Crime Commissioner**

## **POLICE AND CRIME COMMISSIONER'S UPDATE REPORT**

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## 1. FAIR FUNDING CAMPAIGN

- ❖ Throughout his time as the first elected Police and Crime Commissioner (PCC), the Commissioner has sought to draw attention to the disadvantage suffered by Devon and Cornwall police as a result of the formula which is used to allocate funding to police services across England. The PCC has repeatedly raised this issue with local MPs and with HM Treasury and the Home Office and urged them to take action to deliver a fairer funding allocation for Devon and Cornwall. Under the current police funding formula funding per head of population in Devon and Cornwall is just £104 per head, two and half times less than that paid to London and almost half of that paid to Merseyside.

### *Fair Funding Campaign*

- ❖ Following the General Election in May 2015, the PCC launched a joint campaign with the Western Morning News to draw attention to this critical issue, gather public support and lobby Ministers to address these issues in the new Parliament. This was by far the biggest ever single subject consultation undertaken concerning a police issue in Devon and Cornwall and the biggest by a PCC anywhere in the country to date.
- ❖ Every effort was made to promote the campaign widely:
  - There were 13 petition signing events in key locations across Devon and Cornwall - many of which received media coverage;
  - Extensive use was made of social media which reached over 200,000 people;
  - Over 3,000 information packs were sent out to partner organisations and those on the mailing database;
  - The Western Morning News jointly promoted the campaign and over the course of the eight weeks of the campaign which resulted in many front page stories;
  - All the major weekly newspapers across Devon and Cornwall carried further stories about the campaign;
  - Radio 4's PM programme carried an extensive piece about the campaign;
  - Both Spotlight and ITV West Country News carried regular updates;
  - The campaign was promoted on a weekly basis on the Force's intranet
- ❖ The return on engagement activity with the public over such issues as policing is historically low. Almost 9,000 signatures was a significant achievement.
  - 2,026 people signed the petition through Facebook
  - 1,801 people signed up by other digital means;
  - 5,452 people signed either at face to face events or by post.
- ❖ The Fair Funding petition was only one part of the campaign and it served as a focal point to engage the people of Devon and Cornwall and local politicians in the campaign to achieve a fair share of the police funding for Devon and Cornwall.
- ❖ The campaign has received support from a number of MPs and local authority leaders across the area.

### *Home Office Consultation on Police Funding Reform*

- ❖ In July 2015 the government announced a consultation on reform of police funding<sup>1</sup>. The proposals were disappointing. They fail to address the challenges posed by tourism and policing in rural areas. The OPCC carried out extensive work over the summer to inform our response to the consultation – working closely with local MPs, other PCCs and Devon and Cornwall Police.
- ❖ The OPCC's detailed analysis included a full assessment of the likely impact of the proposals on Devon and Cornwall (and on every force in England and Wales) as the Government failed to publish any indicative figures with its proposals. The OPCC's analysis suggests that the new proposals maintain a metropolitan bias at the expense of forces like Devon and Cornwall and significantly disadvantage large forces such as Devon and Cornwall with a risk that Devon and Cornwall's funding could reduce by as much as £24million per annum as a result of the proposed formula.
- ❖ The OPCC prepared detailed briefing for local partners, including MPs and the Police and Crime Panel at the beginning of September, to appraise them of the impact of the proposed change and to identify alternative measures that would be less biased. The work carried out by the OPCC staff to highlight the potential weaknesses in the Government's funding formula consultation was used by other PCCs and forces to assess how it would affect their area.
- ❖ The joint response from the PCC and the Chief Constable to the consultation has been published and shared with partners<sup>2</sup>. The Home Office have received over 1700 responses to the consultation. They are currently considering the way forward but intend to implement new funding formula arrangements for 2016-17 which will require a final decision to be made very soon by Ministers. We will keep the Panel informed on this matter over the coming weeks.

## **2. UPDATES ON ISSUES INCLUDED IN THE POLICE AND CRIME PANEL WORKPLAN**

### **(i) Update on the Review of the 101 Service**

The PCC's 101 Review was published in November 2014 and set out a series of recommendations, which were accepted by the Chief Constable. While some progress has been made to deal with the challenges posed by 101, in particular through the recruitment of additional staff and changes made to crime recording from officers there remains a considerable way to go. The PCC is disappointed that technological changes are taking considerable time to be brought in and continues to receive considerable feedback from the public and local politicians who are dissatisfied with the service. A 12 month review will be carried out by the OPCC over the next few weeks to fully assess progress and problems. A detailed update on this issue will be provided to the Police

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<sup>1</sup>

<sup>2</sup> <http://www.devonandcornwall-pcc.gov.uk/news-and-blog/devonandcornwall-pcc-news-blog/2015/09/fair-funding-consultation-sent-to-home-office/>

and Crime Panel at its meeting in December 2015. The latest update on Force progress against the specific recommendations is 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.*

- ❖ 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.
- ❖ This is subject to implementation of the AACC6 telephony platform.

**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.*

- ❖ Initial review taken place and whilst such changes were not made and interim option, namely to divert the 101 demand into Command and Control commenced at the end of 2014 to enable FCC staff to focus on crime and 999 demand.
- ❖ This issue is being kept under review and will be reconsidered later this year.

**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.*

- ❖ Future options in this area are being considered in the light of adoption of mobile data, internal police reviews and the Strategic alliance with Dorset. This 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.*

- ❖ This work is progressing. Contact Centre Managers have been tasked with an improvement plan to deliver consistent and appropriate supervision and leadership.

**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.*

- ❖ All officer crime (except Custody) is now reported electronically via email since the implementation of the revised process on January 12<sup>th</sup> 2015. 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.*

- ❖ Data sets from all systems within CMCU are being reviewed but recognised that upgrade to Telephony platform (CC6) in March 2016 will provide enhanced Management Information allowing better dynamic responses to performance. Performance KPIs and SLAs need to be determined for future planning around resourcing and the Strategic Alliance.

**Recommendation 7:**

*A Contact Strategy should be developed to identify alternative contact methods and support and promote their development and implementation*

- ❖ A contact strategy is being developed. A series of Contact Principles have been created and signed off and is being implemented.

**Recommendation 8:**

*An immediate review of CC6 functionality should be undertaken.*

- ❖ The review has been carried out and work launched to deliver the new system. This has been beset by a series of delays and technical issues. A revised implementation date is awaited.

**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.*

- ❖ Mobile Data 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.*

- ❖ Review underway

**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.*

- ❖ Performance Management Framework has been reviewed for 2015/16 with a focus on improving the quality of service provided throughout the call journey

In addition, we are working directly with the Home Office to support improvements to the national 101 service and have been appointed to the Home Office's 101 Review Working Group.

## (ii) **Update on Volunteering**

### **Background**

- ❖ Two reviews were carried out in the first half of 2015. Firstly, a review of the Special Constabulary arrangements, which was led by the Chief Operating Group for Special Constables in Devon & Cornwall. Secondly a Devon and Cornwall Volunteering Review was led by the OPCC looking more broadly at volunteering opportunities and challenges across policing.
- ❖ Both of these reviews have now reported and there is considerable commonality across them, with both identifying the need for significant changes in process and culture in order to make progress in delivering the sixth priority in the Police and Crime Plan.

### **Areas for focus**

#### *Special Constables*

- ❖ An increase in the number of Special Constables and the amount of time that they contribute to the organisation is expected. This will include developing a wider range of roles including recruitment of geographically dedicated village specials and specialist roles drawing on existing expertise such as cyber-specials. To achieve this more innovative and targeted recruitment will be needed.
- ❖ A greater integration of Special Constables into the policing model is also required, with improved support and effective integration at all levels of the organisation.

#### *Volunteering in policing*

- ❖ Again an increase in both the number of volunteers and the diversity of roles that are available to them is expected. In addition more effective support and management of volunteering within Devon & Cornwall to ensure that they add to the paid staff capacity effectively is required.
- ❖ Additional roles for volunteers within neighbourhoods and communities need to be developed to provide support to neighbourhood teams and to improve engagement with local communities.
- ❖ The OPCC is leading on the recruitment of specialist fraud volunteers across Devon and Cornwall. They will accompany fraud investigators on their initial visit to the victim and ensure that they are able to access appropriate support from the victim care network

### *Active citizenship*

- ❖ The force is expected to seek to build positive relationships with existing external volunteering groups to identify opportunities to engage with them in supporting policing and providing support to our vulnerable communities.

### **Progress and conclusion**

- ❖ In order to deliver these changes the force will need to review its recruitment and management processes and structures for both volunteers and Special Constables. In addition it will need to develop a communications strategy that will support the cultural changes and improved integration of these roles in Devon & Cornwall.
- ❖ The People & Leadership Strategic Board is the forum being used to set the overall agenda for delivery against this priority, which will be managed through a separate Strategic Delivery Board.
- ❖ The police have appointed a lead officer and the action plans to support delivery against the requirements set out above are being developed.
- ❖ The Performance Management Framework has been adjusted as part of the Police & Crime refresh for 2015/16 and performance against the measures identified is contained in the Performance report.
- ❖ The agenda being pursued reflects the aspirations described in the recently published Home Office consultation on reforming the powers of police staff and volunteers.

### **(iii) Custody Review**

- ❖ As part of the commitment to deliver significant savings under the Mid Term Financial Strategy, the custody department within Devon and Cornwall Police were asked to review their working arrangements and identify a minimum of £330,000 in savings from its annual budget by March 2016.
- ❖ A significant programme of work was launched to examine this area and following conclusion of the review year on year savings have been identified in the region of £675,000 from October 2015.
- ❖ One of the key elements of this review has been the decision to close Launceston custody centre, which will close on the 16<sup>th</sup> of October 2015. Arrangements are being put in place to ensure that the centre will be available for use in certain circumstances, such as New Years Eve and in emergency situations. It has not been possible to make the necessary savings without closing a centre and the review examined a series of options looking at a range of factors including throughput and the impacts of additional travelling times.
- ❖ These changes will now be embedded and the new structure will be reviewed in due course as part of general business practice. The second phase of the departmental review is looking at opportunities that exist within the strategic alliance with Dorset.

**(iv) Update on Implementation of the New Victim Services Arrangements**

- ❖ The Victim Care Unit (VCU) and network have been operational from the 1<sup>st</sup> April 2015. The VCU is staffed by 1 manager, 10 Victim Care Unit Officers, 3 Victim Care Advocates (outreach and complex cases) and one Mental Health Practitioner seconded from Devon Partnership Trust.
- ❖ The Police Force averages about 350 crimes a day. The VCU makes contact with all victims identified as having needs within 24 hours of the crime and sends a letter to all victims with no needs identified (bar domestic violence victims who are contacted only via their safe contact) signposting them back to the unit and the network of support.
- ❖ Many of the victims contacted by the VCU do not want any further support. However, there are a number that are referred with consent to the most appropriate network provider.
- ❖ From the 1<sup>st</sup> of April there has been 602 cases that have been resolved (and their needs met) by the VCU. An additional 468 cases have been completed by the network of providers and there are currently 356 active cases (where the network is still working with the individuals)
- ❖ Its purpose is to empower victims to come to informed decisions about their own care and to improve overall communication with victims and support them throughout their whole journey through criminal justice
- ❖ The innovative approach of developing from existing local providers has build capacity within the third sector and created a visible footfall across Devon and Cornwall or access points at members offices
- ❖ Our model of accreditation and victim care allows flexibility to address emerging needs and gaps in services. We currently have 70 organisations including new members, Holly well Housing Trust (vulnerable people and housing) and Family resource Centre (as a response to increased child on parent violence)
- ❖ On the 18<sup>th</sup> of September, Baroness Newlove (the Victims Commissioner) visited the VCU and met many of the service providers. The Baroness was highly complementary about the innovative approach in victim care in Devon and Cornwall. She said :

*“As a Victims Commissioner I travel around the country supporting the police and crime commissioners and seeing what services they are setting up for victims. This is my first visit here, they speak about victims’ services in a way that is quite warm and the focus is on the victim and their needs, not what the criminal justice system says that they have to have”*

*“It is very important that we have units like this. Police and Crime Commissioners are challenging on a national level that we need to do it better (provide victim services) and by recognising good practice we can go out there and do this for victims” (Baroness Newlove transcript Pirate FM)*



### **3. PROGRESS AGAINST THE POLICE AND CRIME PLAN PRIORITIES SINCE July 2015**

#### **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 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.
- ❖ The other key issue being progressed under Priority 1 is the 101 review which has been covered above.

#### **Priority 2**

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

- ❖ Activity under this priority is focused on seven key areas for 2015/16, namely:
  - Breathalyser pilot roll-out
  - Support the development of ENTE support and best practice schemes
  - Re-invigoration of alcohol awareness courses
  - Launch of an innovative pilot on safeguarding within ENTE settings (working with drinkaware)
  - Tackling irresponsible supply through effective enforcement
  - National lobbying and influencing
- ❖ Following the successful pilot in Torbay in December 2014 we are proceeding to roll-out the breathalyser programme to other towns and cities across the two counties, working closely with the licensed trade and local partners. Breathalysers are now in place in Newquay and Truro and will be delivered to a number of other locations, including Exeter and Falmouth in the next few weeks.
- ❖ On ENTE support schemes we have been working with Best Bar None to support the development of new best practice schemes in a number of areas and to explore ways in which the Cornwall Best Bar None scheme can be enhanced.
- ❖ We have been working closely with Drinkaware over recent months to develop a pilot to help tackle sexual harassment and to protect vulnerable people in the ENTE. These discussions are progressing well and we hope to launch pilots in a number of locations across the two counties in the next two months.
- ❖ As Chair of the National PCC Alcohol Working Group we have been involved in a series of discussions with Whitehall about potential reforms following the general election, in particular with a focus on licensing reform and the development of better enforcement tools at the local level. The PCC also sits on a number of national

groups to inform policy development, including the PHE Alcohol Leadership Board and the Home Office Alcohol and Enforcement Forum.

### **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** was set up to find annual savings of £29m by 2018/19 and to drive forward activities under Priority 3 of the Police and Crime Plan. The Board oversaw a series of workstreams that were intended to deliver this amount. In addition to the pursuit of major savings, the Board also considered and evaluated a number of new ideas, especially in the area of income generation. By June of this year the workstreams had identified the areas of force activity within which the total savings should be generated.
- ❖ The following summarises the outcome of the main workstreams to date:
  - The PCC's Financial Roadmap to 2018/19 was published in early 2015 and is available on the OPCC website<sup>3</sup>. 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.
  - **Work Package 1 – Funding Streams and Income Generation**
    - This activity carried out a major review of fees and charges for police service and has provided the Chief Constable with ideas to generate further income.
  - **Work Package 2 – Collaboration with Dorset (Strategic Alliance)**
    - Work to develop a Strategic Alliance with Dorset continues and the target for this exercise is £12m. The Devon and Cornwall share of this is 70% or £8.6m savings per annum. This work is now overseen by the Alliance Executive Board.
  - **Work Package 3 – Review of Police Estates**
    - Legal advice on the work to undertake commercialisation of the Police Estate has been received and a decision to proceed on enhancing land and buildings for sale. This will be progressed through the Joint Management Board.
    - 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 for the new capital programme.

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<sup>3</sup> <http://7f81ff6114e21659b84a-cde1435c149cc037d22b329c27ad88ee.r2.cf3.rackcdn.com/Documents/Our%20information/Key%20document/The%20Financial%20Roadmap%20-%20March%202015.pdf>.

➤ **Work Package 4 – Policing the Demand**

- This work is now being managed through a separate project in the Force and is looking at a range of issues, including desk top resolution and driving away from petrol stations etc

➤ **Work Package 5 – Value for Money in the PCCs Office**

- Work continues to reduce the office costs of the OPCC and the office (excluding commissioning services) now costs less per annum than that of the former Police Authority

Following an end of year review, a decision was taken to disband the overarching Delivery Board for 2015/16. The PCC has now identified £10.6 m in service reviews, £8.6m through the Strategic Alliance and the remaining £9.8m is being worked upon as part of the workforce planning exercise. It was therefore considered that having identified savings of £29m the work of the Board was complete and it was therefore disbanded.

Whilst the Board has been disbanded, work will continue on many of these issues over the coming year. An update on some of the key areas of work is set out below:

- ❖ Future funding arrangements remain a major threat for the area and work has focused on this over the summer, including contributing to national inputs on Comprehensive Spending Review 2015 and our response to the government's proposals for police funding which are covered earlier in this paper.
- ❖ In July 2015 the Joint Management Board agreed to move forward with its plans to develop its own estate to maximise receipts for policing. This work will be driven forward by the Head of Estates and overseen directly by the PCC.
- ❖ In August 2015 a formal fundraising strategy was signed off by the Joint Management Board which involves a phased approach over 3 years. The initial focus of this work will be on improving our ability to generate income through grants and trusts. Over time we expect to develop our fundraising capabilities to include public giving and commercial sponsorship. Considerable work is now underway to develop the required mechanisms and structures to support this new activity.
- ❖ Work is progressing on the Strategic Alliance with Dorset with a number of business cases under development. Implementation is also underway with the launch of a joint command team for operations in the summer and a decision to develop a joint internal audit team, adopt a single set of external auditors and to combine our Joint Audit Committees.

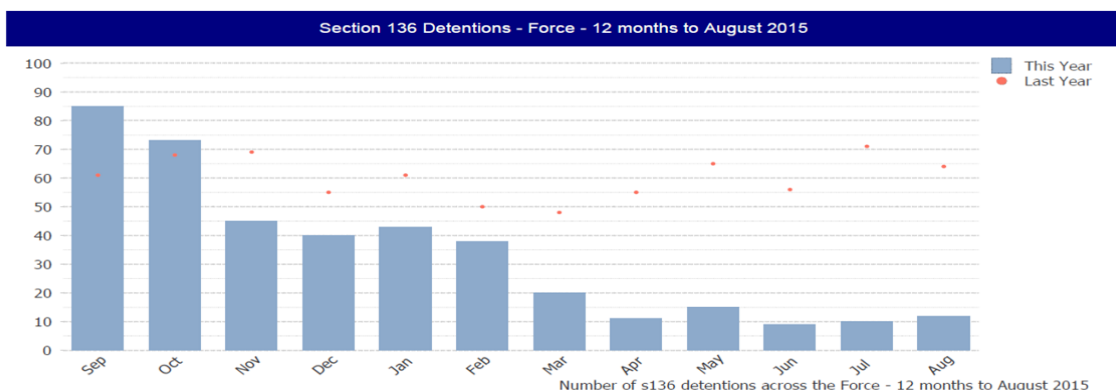
## Priority 4

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

### Mental Health:

- ❖ Following the implementation of the new S136 protocol in March 2015 there has been a substantive reduction in the numbers of detentions in police custody centres.
- ❖ In the 12 months to August 2014 there were 723 detentions compared to just 401 in the 12 months to August 2015 (a reduction of 44.5%). All partners have contributed to this achievement.
- ❖ Breaking the figures into quarters for the last year, it shows an established downwards trend:

Jun to Aug15	32 (one under 18)
Mar to May15	47 (one under 18)
Dec14 to Feb15	126 (five under 18)
Sept to Nov14	212 (nine under 18)
- ❖ There does remain an issue with the availability of tier 3/4 specialist beds (commissioned through NHS England) and there have been several recent occasions where individuals have been kept in custody for extended periods following a mental health assessment due to the lack of an appropriate bed. The longest was in excess of 48 hours after the offer of a bed in Bradford was withdrawn. (1827 hrs 20/08/15 to 2028 hrs 22/08/15). We are continuing to push to see further improvements in this area and would welcome the Panel's support in doing so.
- ❖ Arrangements are being made for the operation of the new S136 protocol to be reviewed.



In the 12 months to August 2015 there were 401 detentions under s136 across the Force, this is a reduction of 44.5% compared to the previous 12 months. S136 detentions represent 1.7% of total custody detentions.

Across the Force, the average detention time over the last 12 months was 11 hrs 6 mins. The longest detention for an adult was 68 hrs 1 mins (Exeter) and for a young person was 49 hrs 20 mins (Torquay).

There were 27 instances where people were brought into custody under s136 but where they were not detained, these are excluded from the figures in the tables and charts.

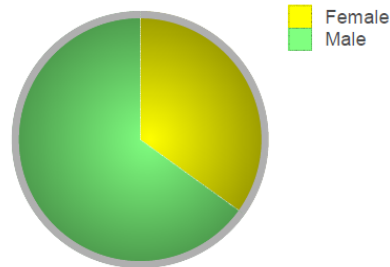
Month	Adult	Under 18	All Detentions
August - 2015	11	1	12
July - 2015	10	0	10
June - 2015	9	0	9
May - 2015	15	0	15
April - 2015	10	1	11
March - 2015	20	0	20
February - 2015	36	2	38
January - 2015	41	2	43
December - 2014	39	1	40
November - 2014	40	5	45
October - 2014	71	2	73
September - 2014	83	2	85

Detention Centre	12 Months to Aug 2014	12 Months to Aug 2015	Change	Average Time in Detention	Longest Detention Time
Barnstaple	41	32	-9	11:41	39:36
Camborne	168	70	-98	10:18	30:23
Exeter	132	67	-65	13:17	68:01
Launceston	19	15	-4	13:22	34:36
Newquay	39	12	-27	09:53	19:41
Plymouth	203	120	-83	10:11	29:59
Torquay	121	85	-36	10:52	49:20

Quarter	All Detentions	Detainee Under 18
Jun15 to Aug15	31	1
Mar15 to May15	46	1
Dec14 to Feb15	121	5
Sep14 to Nov14	203	9
	<b>401</b>	<b>16</b>

Detainee Occupation	12 Months to Aug 2014	12 Months to Aug 2015	Change
Employed	110	61	-49
Not Stated	86	41	-45
Retired	8	4	-4
Student	46	22	-24
Unemployed	473	273	-200

Detainee Gender - 12 months to August 2015



#### Section 136 Detentions - Force - 12 months to August 2015

Reason(s) for Detention	12 Months to Aug 2015
Mental Health - Place of Safety already in use	45
Mental Health - Staffing issue at Place of Safety	70
Mental Health - The detained person is under 18	12
Mental Health - The detained person is under the influence of drink/drugs	161
Mental Health - The detained person is violent	81
Mental Health - There is no alternative Place of Safety (IOS only)	46
Mental Health - There is no reason given	15
Other	2
To charge	2
To obtain evidence by questioning	3
To prevent breach of peace	1
To secure or preserve evidence	2

Disposal	12 Months to Aug 2014	12 Months to Aug 2015	Change
Bailed To Police Station	1	0	-1
Charged and Bailed To Court	1	1	+0
Charged and Detained For Court	3	5	+2
Detained For Court On Warrant	1	0	-1
MHA Diversion	299	198	-101
No Disposal Yet	0	1	+1
No Further Action	413	196	-217
Processed on behalf of another force	2	0	-2
Simple Caution	3	0	-3

### Transforming Rehabilitation:

- ❖ At the Criminal Justice Management Conference in London (23 September 2015), Paul Wilson, Chief Inspector of Probation, HM Inspectorate of Probation stated that the two reviews conducted so far to examine how the new reforms were working, particularly the Community Rehabilitation Companies (CRC's) had been 'inconclusive'. He strongly welcomed the extended provision of licences to

all offenders sentenced to more than one day's imprisonment and less than a year (with effect of 1 February 2015). He admitted these services had yet to 'bed in' and acknowledged concerns that there would be unqualified or inexperienced staff dealing with medium level risk of harm offenders. The Under Secretary of State, Andrew Selous said, 'It is encouraging, given the scale of change that the probation service has gone through, that, based on the wide range of information we published last November, and in July this year, performance is broadly consistent with pre-transition levels.'

- ❖ Locally, Working Links (CRC) have commissioned (sub-contracted) Catch 22 to work in the local release prisons (Exeter for those serving less than 12 months and Channings Wood for those serving more than 12 months) and the Shaw Trust to work with the offenders in the community. These arrangements are still in their infancy, with recruitment into the new roles only just completed. There is the added complication that female offenders are released through Eastwood Park, near Bristol.
- ❖ Local CSP's have been negotiating about the performance measures against which the CRC will be asked to report on. A senior local manager from Working Links will be meeting the OPCC CEO on week commencing 28 September to discuss progress and other issues facing Working Links.

## **Restorative Justice**

- ❖ All victims of crime are now made aware of the offer of Restorative Justice (RJ). There has been considerable training required within the Force to understand the difference between RJ and community resolution/disposals but considerable energy has been put into this and the distinction is now more fully understood. The process, particularly for when RJ can take place within the criminal justice system, has some difficulties but the RJ LCJB are exploring ways in which the potential to undertake RJ might be possible without an offender.
- ❖ The delivery of RJ is at different points across Devon and Cornwall, with Cornwall and Torbay both seeing larger numbers of referrals and interest. A key factor in Cornwall has been the Truro Crown Court Pilot and the others areas will be looking to reciprocate the same model within the other court services. The Ministry of Justice recognises that the actual number of RJ interventions, particularly conferences might be fairly low and that the emphasis should be on quality not quantity.
- ❖ An independent review of our RJ services will take place in November. It will be undertaken by Helen Rosenthal of Avon and Somerset Police and will examine the existing structure and effectiveness of RJ. We will report back to the Police and Crime Panel on the findings of this review in due course.

<b>Priority 5</b>
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<b>To deliver a high quality victim support service across our area</b>
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- ❖ This priority is the subject of a separate update report in Section 2 of this report.

## Priority 6

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

- ❖ This priority is the subject of a separate update report in Section 2 of this report.
- ❖ The Devon and Cornwall Police Partnership Community Volunteer Awards were held on 12 July in Saltash. This event which is a partnership between the PCC, the Force, Neighbourhood Watch and Crimestoppers was a great success. The event provides a valuable opportunity for local partners to come together and celebrate the huge contribution that volunteers make to community safety and policing.

## 4. PUBLIC ENGAGEMENT

### September update

The following public engagement activities have taken place since the last week in June 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 Provide members of the public with the opportunity to meet with their PCC to discuss policing and community safety issues.

<b>Meet your PCC events (July - September)</b>	
Barnstaple (Sainsburys)	16/07/2015
Axminster (Tesco)	19/08/2015
Wadebridge (Tesco)	28/08/2015

- ❖ Meet your PCC events also provide an opportunity for consultation to be conducted with members of the public. Recent events were used to canvass for the Fair Funding campaign and to collect signatures for the petition.

#### 2. Online Petition

- ❖ During July and August, as part of the Fair Funding campaign, an online petition was also running on the PCC website to provide an alternative method for members of the public to support the campaign. Signatures to the online petition were largely driven by a social media campaign on Facebook and Twitter. The result was 3,208 signatures online.
- ❖ The signatures collected from both the ‘meet your PCC’ events and the online petition contributed towards a total of 8,569 signatures. The petition was handed into Number 10 Downing Street by the PCC on 15 September 2015 who was joined by local MPs and a representative from the Western Morning News.

### 3. Fair Funding Canvassing Events

- ❖ As part of the Fair Funding Campaign specific canvassing events were held to generate awareness about the campaign and to collect signatures for the petition. These events were held in busy public places such as markets and shopping centres.

Events attended by the PCC are marked with an asterisk in the table below.

<b>Canvassing event venue</b>	
Exeter Livestock Market	31/07/2015
Exeter Princesshay*	03/08/2015
Tavistock Livestock Market*	04/08/2015
Tiverton Pannier Market	11/08/2015
Newton Abbot	12/08/2015
Barnstaple Pannier Market	13/08/2015
Truro Lemon Quay	21/08/2015
Torquay Union Square*	26/08/2015

### 4. Talks

#### July - September 2015

<b>Group</b>	<b>Provider</b>	<b>Type of Group</b>	<b>Date</b>
Devon & Somerset Fire & Rescue Authority	PCC	Emergency Services	29/07/2015
After Eight Men's Fellowship	OPCC	Community	18/09/2015

#### Talks scheduled from September 2015;

<b>Group</b>	<b>Provider</b>	<b>Type of Group</b>	<b>Date</b>
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 are scheduled after September 2015;**

Community Day Launceston	30/10/2015
Community Day Falmouth	14/12/2015



## 6. Events and Shows

- ❖ The PCC and the OPCC attend a range of events and shows to allow members of the community to attend and discuss policing and wider community safety issues. These meetings often incorporate senior police officers and other relevant individuals who the public will have an opportunity to engage with.

<b>Meetings end of June - September 2015</b>	
Plymouth Respect* (2 days)	20/06/2015
Blue Light Day Cornwall*	01/07/2015
Blue Light Day Devon*	29/07/2015
Cornwall Pride	29/08/2015
Wonford Community Fair	12/09/2015
Neighbourhood Watch Workshop Day (Torbay)	16/09/2015
PCC Community Meeting* (St Dennis)	21/09/2015
<b>Upcoming Meetings</b>	
Older Peoples Day (Devon Senior Voice Information Fair) (Exeter)	01/10/2015

## 7. Beat Walks

The PCC regularly goes on the beat with local officers to witness the challenges they face first hand.

Patrol with Special Constables (Newquay)	21/08/2015
Barnstaple Beat Walk (Barnstaple)	22/09/2015

## 8. Awards Ceremonies

Devon and Cornwall Police Partnership Community Volunteer Awards	12/07/2015
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## 12. Correspondence

- ❖ The PCC has received 263 items of correspondence since the beginning of July 2015.

## 5. OPCC COMMUNICATIONS

- ❖ The vast majority of the communication and engagement activity has centred around the Fair Funding Petition. This resulted in 8,659 people signing the petition. The Fair Funding campaign is the subject of a separate report under section 1 of this report.
- ❖ The amalgamation of the 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 15 press releases have been released to the media. In addition comment was provided on several national stories, including the PCC's decision not to seek re-election, CSE and the visit of Baroness Newlove to the VCU.

- ❖ The use of social media continues to develop. Currently the most active platform is Twitter. The office has increased its number of Twitter followers to over 4,407 (up 400 from the last report). This compares favourably to other PCC's.
- ❖ The Facebook presence has been redesigned and the OPCC is building conversations with communities through this format. There are now approaching 500 likes.
- ❖ The PCC also made appearances on local TV and radio programmes, mainly news based. The PCC continues to make monthly appearances on Laurence Reed's BBC Radio Cornwall phone in and further opportunities are being discussed with local BBC radio in Devon.
- ❖ Filming and broadcast Q&As from the Performance and Accountability Board (PAB), via the website, continues. These broadcasts can be viewed at: <https://www.youtube.com/user/PCCTonyHogg>. To date the response from the Deputy Chief Constable to questions about hunting has received the most views

## 6. FINANCE AND GOVERNANCE MATTERS

### Decisions made

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

- ❖ ***Forensic Services Collaboration***  
The Phase 2 Forensic Services Four Police Service Collaboration in the South West Region was approved by the four police services on 11 May 2015-09-25(Devon and Cornwall, Avon and Somerset, Dorset, Wiltshire)
- ❖ ***Procurement Annual Report***  
The Procurement Annual Report was received and noted
- ❖ ***Estates Strategy 2015-21***  
The Estates Strategy 2015-21 was approved
- ❖ ***Approval of the Statement of Accounts and the Joint Annual Governance Statement 2014-15***  
The Statement of Accounts and the Joint Annual Governance Statement were approved

### Financial matters

- ❖ ***The Quarterly Financial Healthcheck report was received and noted***  
The latest projected financial position for 2014-15 was considered at the Joint Management Board on 27 August 2015, and noted.

### Recent HMIC Inspections

**September 2015 – National Child Protection Inspection (Devon and Cornwall Report)**

This inspection examined child protection in Devon and Cornwall in May 2015 as part of a rolling programme of inspections of all police forces. The full report is available on the HMIC website <https://www.justiceinspectorates.gov.uk/hmic/publications/devon-and-cornwall-national-child-protection-inspection/>

**September 2015 – National Report into Firearms Licensing (National Report)**

<https://www.justiceinspectorates.gov.uk/hmic/publications/targeting-the-risk/>

**July 2015 – Border Force – Joint Inspection of Police Custody (National Report)**

<https://www.justiceinspectorates.gov.uk/hmic/publications/border-force-joint-inspection-of-police-custody/>

**July 2015 – Online and on the edge – inspection on tackling online CSE (National Report)**

<https://www.justiceinspectorates.gov.uk/hmic/publications/online-and-on-the-edge-real-risks-in-a-virtual-world/>

**Contact for further information**

Andrew White, Chief Executive

Office of the Police and Crime Commissioner for Devon and Cornwall

[chiefexecutivesupport@devonandcornwall.pnn.police.uk](mailto:chiefexecutivesupport@devonandcornwall.pnn.police.uk)

29 September 2015