

Police and Crime Panel Meeting  
5 February 2016  
Report of the Police and Crime Commissioner

## POLICE AND CRIME COMMISSIONER'S UPDATE REPORT

### 1. *Police and Crime Panel Workplan - requests for further information*

<p><b>BUDGET &amp; PRECEPT 2016/17</b></p> <p><b>Written report to include:</b></p> <p><b>Details of proposed significant future savings</b>, to include what each saving represents in % terms of the overall budget line.</p>	<p><i>Details of proposed savings are detailed in Para 6 (Building the Total Budget Requirement) of the PCC's report to the Panel.</i></p> <p><i>A summary of the main savings is provided in Table 11 of the report</i></p>
<p><b>What the definition of neighbourhood policing is</b> and means, what the offer is, what can be shared with partners and what can and ultimately cannot be done.</p>	<p><i>This will be delivered as part of the wider work in train by the Police to develop the Workforce Planning/Policing Model in light of the budget outcome at the end of 2015.</i></p>
<p>An appendix showing <b>the purpose of earmarked reserves</b>, the forecast risks they are expected to cover and plans for their use over the four year period of the MTFS and to provide this annually from this point forward. <b>A 4-year plan for Reserves.</b></p>	<p><i><b>A detailed review of Reserves</b> is provided in Section 8 of the PCC's report. This includes a Historical Summary of Reserve Trends (Table 21) and Projected Reserve Levels (Table 23) and the Use of Reserves over MTFS</i></p>
<p><b>PCC to consider reflecting in the budget to CSPs</b>, funding for actively seeking views of communities and not just reacting to them, along with a commitment to CSPs for administration in order to deliver against priorities in the Plan.</p>	<p><i>CSP's are able to understand community views through the engagement/consultation arrangements of the members of the partnership. Local Authorities conduct a variety of consultation exercises that can be used to inform Partnership priorities. It is not intended to provide dedicated funding to support engagement processes at this time – in particular in view of a reducing Community Safety Fund budget.</i></p>

	<p><i>The question of providing an administration fee to the CSP's for dealing with the Community Safety Fund has been addressed in each of the past two years. It is the view of the PCC that the money is provided for delivering services / projects that supports the aims of the Police and Crime Plan. The CSP's are statutory bodies and the work required in administering the fund has been deliberately minimised.</i></p>
<p><b>WORKFORCE PLANNING AND FUTURE POLICING MODEL</b></p> <p><b>Written report to include:</b></p> <p>Following the funding settlement announcement on 17 December 2015, Chief Constable to set out his intentions regarding workforce planning and his proposed future policing model</p>	<p><i>This work is continuing and remains a priority for the PCC. This work which is being led by the Chief Constable. It is expected that considerable engagement will take place over the coming months with stakeholders, the police and the public on policing activities and priorities to inform further work on the 'target' analysis of must do, should do and could do. Despite the improved budgetary situation we face considerable challenges within Devon and Cornwall and this work is an essential part of efforts to ensure that we make the best use of policing resources and are able to invest in priority areas. It is intended that a more substantive update on this work will be available ahead of the next Police and Crime Panel meeting.</i></p>
<p><b>PCC'S FORMAL 12 MONTH REVIEW OF PROGRESS AGAINST THE RECOMMENDATIONS OF THE 101 REVIEW</b></p> <p><b>Written report to include:</b></p> <p>Update on how developments to improve performance of the service is progressing following the PCC's review in Nov 2014 &amp; the PCP's review in Dec 2014.</p> <p>Progress on the implementation of the PCC's recommendations, an action plan and timescales for completion/implementation</p> <p>Whether the issues of delay have been addressed</p>	<p><i>Each of these points is addressed in the 101 Review, which includes specific recommendations where appropriate</i></p>

<p>Details of staffing levels in the Contact Centre</p> <p>Whether 'blue phones' outside police stations have been given priority in the 101 queue.</p>	<p><i>The establishment figure for call handlers is 168.9. However, there are currently 182.4 call handlers in post due to an 8% increase in the number of posts. The figure does not include supervisors, sworn staff or SMT members.</i></p> <p><i>The blue phones outside stations offer callers two options which are hard wired into the boxes. One button for emergency calls which go straight through to the Urgent (Priority) line. The other button goes through to the Switchboard where their call is triaged alongside all other non-urgent calls, via the 101 service.</i></p>
<p>What alternatives have been considered &amp; implemented as a robust IT alternative for people who do not/are unable to use or have no IT/internet access (incl connectivity) in rural areas/areas of poverty.</p>	<p><i>Members of the public are encouraged to contact the police via telephone in the first instance if they do not have internet access. Individual appointments, call back arrangements, home visits and attendance at engagement events are all available as alternatives to IT/Internet based contact.</i></p>
<p>What current and future arrangements are in place/being considered for joint working/ initiatives.</p>	<p><i>Collaborative arrangements with other forces in the south west, and between the police and the other blue light services, are the focus of significant and continuing activity. A wide range of business areas are included within this, including service provision, efficient use of estates and financial efficiency.</i></p>
<p>How the PCC has maximised on the willingness of the public to assist with the challenge of 101 and other similar challenges.</p>	<p><i>The Commissioner is awaiting further clarification from the Panel regarding its requirements.</i></p>
<p><b>PCC'S PERFORMANCE REPORT</b></p> <p><b>Written report to include:</b></p> <p>From this meeting forward, narrative by relevant encompassing performance measure in relation to honour based violence, female genital mutilation, trafficking &amp; modern slavery.</p>	<p><i>Following the request made at the December 2015 Panel meeting we have examined the existing data collection. The existing data arrangements present us with some challenges in meeting the Panel's request and we would like to discuss with the Panel how this request can most effectively be met.</i></p>
<p><b>PCC'S UPDATE REPORT</b></p> <p><b>Written report to include:</b></p> <p><u>Outstanding response regarding Priorities and Performance Measures</u> - What is being done to ensure that these better understood at all levels throughout the force in a way that</p>	<p><b><i>The following response has been provided by the Chief Constable:</i></b></p> <p><i>The Force Mission, OPCC and Force priorities and performance measures are cascaded through both formal meeting structures, senior leadership events and local line management responsibilities. From this, local performance expectations are set as appropriate at individual, unit and team level,</i></p>

<p>demonstrates that staff are clear about these and they are contributing – eg consider setting related objectives in individual performance/development reviews (a process that goes beyond existing surveys, via Managers and the review of complaints).</p>	<p><i>in line with the Forces Continuous Professional Development approach. This at a local operational level sets expectations of service delivery.</i></p> <p><i>Scrutiny of performance outcomes occurs at a range of levels from Force strategic meetings, performance management reviews by the Executive within geographic and functional areas, local performance meetings in business areas through to team, unit and individual one to one meetings.</i></p>
<p>The cost of the independent review of the Special Constabulary which was undertaken by “Volunteering Values Ltd”.</p>	<p><i>Cost of independent review carried out by Volunteering Values Ltd</i> <b>£4,748</b></p>

## **2. Progress against the Police and Crime Plan Priorities since December 2015**

The next full report on progress against the Police and Crime Plan priorities will be provided to the April 2016 meeting of the Police and Crime Panel, given the short period of time that has passed since the last update in December 2015.

One of the key developments of 2015 under the Police and Crime Plan was the establishment of innovative new arrangements for the support of victims of crime in Devon and Cornwall through the Victim Care Unit and the new Victims Network. Work continues to support the roll-out of these new arrangements and to raise awareness of the services that are available. We would like to take this opportunity to show the Panel this film from one of the 72 organisations that form part of the network.

### **Victim Support Update – Film Presentation to the Police and Crime Panel** (The film presentation will last for approximately 10 minutes)

Operation Emotion are a charity run by male survivors of sexual abuse in Plymouth. They offer group sessions and support. They are one of the 72 organisations that form part of our victim care network. They take referrals direct from the Victim Care Unit but also from other organisations in the network and particularly as a gateway to support for those that choose not to report the crime. They chose to make the film to explain what the network does and the good and bad experiences that victims can face. It will be used on the website to raise awareness of what the unit does, and what the network facilitates in terms of bespoke support for victims

## **3. Finance and Governance Matters**

### **Decisions made**

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

- ❖ ***Approval of the Police Property Act Fund annual report***
- ❖ ***Approval for Deployment of Mobile Data***
- ❖ ***Submission of a series of bids to the Home Office Innovation Fund for 2016/17 to support regional collaboration and efficiency.***
- ❖ ***Publication of the PCC's progress Report on 101 '101 – One Year On' and the allocation of £250,000 additional funding to support immediate improvement in call waiting times.***

## **Financial matters**

- ❖ ***Budget 2015-16.*** Further meetings have been held to consider proposals for the next budget setting round (2015-16). The proposed budget and precept will be brought to the February 2015 meeting of the Police and Crime Panel.
- ❖ ***Group Financial Health Report 2015-16.*** The report presents the latest revenue forecast for 2015-16, and the update projected revenue outturn forecast. Report noted.

## **Recent HMIC Inspections**

### **December 2015 – PEEL Police Effectiveness 2015 (Vulnerability)**

As part of its annual inspections into police effectiveness, efficiency and legitimacy (PEEL), HMIC's effectiveness programme assessed how well forces keep people safe and reduce crime. Within this programme, HMIC's vulnerability inspection examined the overall question, 'How effective are forces at protecting from harm those who are vulnerable, and supporting victims?'. They have considered in depth how Devon & Cornwall respond to and support missing and absent children and victims of domestic abuse, and assessed how well prepared forces are to respond to and safeguard children at risk of sexual exploitation.

The report judged that although generally Devon & Cornwall police provide a good service in identifying and responding to vulnerability, there are a number of key areas where the force needs to improve. Overall the force was judged to 'require improvement'.

The full report is available on the HMIC website.

<https://www.justiceinspectorates.gov.uk/hmic/publications/police-effectiveness-vulnerability-2015-devon-and-cornwall/>

### **December 2015 – Increasingly everyone's business: A progress report on the police response to domestic abuse**

In March 2014, HMIC published Everyone's business: Improving the police response to domestic abuse. This report found significant weaknesses in the service provided to victims of domestic abuse, and made a series of recommendations aimed at helping forces to improve.

Between June and August 2015, as part of its PEEL: Effectiveness inspection programme, HMIC visited every police force in England and Wales to assess the

progress they had made in responding to and protecting victims of domestic abuse since 'Everyone's business' came out.

The findings from the 2015 inspection are published in the national thematic report, 'Increasingly everyone's business'. This shows that the police service has acted on the messages of 'Everyone's business', and now sees tackling domestic abuse as an important priority. This is resulting in better support for and protection of victims. However, HMIC found there are still a number of areas for improvement in the way the police respond to, support and protect domestic abuse victims.

<https://www.justiceinspectorates.gov.uk/hmic/publications/increasingly-everyones-business-a-progress-report-on-the-police-response-to-domestic-abuse/>

**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)

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