

ANNEX A	<u>Plan Commitment</u>	<u>Overarching SRO DCC or CEO</u>	<u>Position as at 31 May 2017</u>
PRIORITY - LOCAL POLICING PROMISE			
<u>Accessible</u>			
<p>1. Improving public confidence in contacting the police to report crime and use the 101 service, and expanding the ways that the public can report issues remotely to the police.</p>	<p>By the end of March 2017 the Chief Constable will (in consultation with the PCC) publish force wide service standards for the 101 non-emergency service, answering 999 calls, online contacts and correspondence. Performance against these service standards will be published regularly so the public can see how well the force are performing.</p>	<p>Chief Operating Officer</p>	<p>Phase 1 - March 2017 - publish standards - Completed.</p> <p>Quarterly reporting to JMB.</p> <p>Phase 2 Q3 17/18 - review following connectivity plan</p>

<p>2. Providing more opportunities for the public to contact local police teams, including face to face opportunities.</p>	<p>By the end of March 2017 the Chief Constable will (in consultation with the PCC) publish force service standards for police sectors designed to ensure strong levels of local contact, including face to face engagement and interaction. These standards will set a service minimum for public contact. Performance against these service standards will be published regularly so the public can see how well the force are performing.</p>	<p>Chief Operating Officer</p>	<p>Phase 1 - March 2017 - publish standards - Completed.</p> <p>Quarterly reporting to JMB.</p> <p>Phase 2 Q3 17/18 - review following connectivity plan</p>
<p>3. Working closely with local councillors who play a key role in connecting with their communities.</p>	<p>The PCC will explore establishing a PCC Councillor Advocate Scheme whereby nominated councillors can provide a formal feedback route to the police on behalf of their community. In addition, these advocates will also take back matters to their own councils on behalf of the police.</p>	<p>CEO</p>	<p>Q2 17/18 - commence pilot in 4 areas</p> <p>Q3 17/18 review and roll-out</p>
<p>4. Our physical presence in local areas.</p>	<p>In addition, the PCC and the Chief Constable will look at ways to widen the police footprint in local areas to improve community liaison and connectivity - including through the Citizens in Policing Programme, co-location with partners and community access points and will pilot options in the second half of 2017.</p>	<p>Transformational Change</p>	<p>Q2 17/18 - scoping</p> <p>Q3 17/18 - review following connectivity plan</p> <p>Q3 connection pilot</p>
<p>5. Improving the PCC's understanding of local concerns.</p>	<p>The PCC will establish a network of OPCC link officers to help local communities raise issues with the PCC and improve the PCC's understanding of local issues.</p>	<p>CEO</p>	<p>Completed in Quarter 4 2016/17</p>

	The PCC will explore (in consultation with the Chief Constable) the establishment of a PCC Young Persons Advocate Scheme in local areas – to improve understanding of their views on policing at the local level.	CEO	Q4 17/18 - scoping. April 2018 - decision. Q1 18/19 - launch.
Responsive			
6. Speed of attendance at emergency incidents.	By September 2017, the PCC will carry out a review of immediate response times across the force area to understand where challenges exist and what, if any, action might be needed.	CEO	Review Underway
7. Providing regular feedback when people raise issues.	By the end of March 2017 the Chief Constable will publish (in consultation with the PCC) force wide service standards on feedback for: people reporting crimes and incidents, people providing intelligence, victims and witnesses.	Chief Operating Officer	Phase 1 March 2017 - publish standards - Completed. Quarterly reporting to JMB. Phase 2 Q3 17/18 - review following connectivity plan
8. Working to identify and support all communities across the peninsula and to understand their issues.	The Chief Constable will support the introduction of a third party reporting scheme across the police area, building on the successful 2015/16 pilot in Plymouth.	Chief Operating Officer	Q1 17/18 - review learning. Q2 17/18 - propose plan. Q3 17/18 - implement.

Informative			
9. Keeping you better informed on policing issues - locally and across the policing area.	By March 2017, the Chief Constable will set (in consultation with the PCC) public information standards. The standards will cover the provision of information centrally and locally on the following: Policing priorities including domestic abuse, sexual offences, hate crime and exploitation, updates on broader crime issues, Police performance and crime data.	Chief Operating Officer	<p>Phase 1 March 2017 - publish standards - Completed.</p> <p>Quarterly reporting to JMB.</p> <p>Phase 2 Q3 17/18 - review following connectivity plan.</p>
	The police – centrally and locally – will make full use of the opportunities presented by technology and the internet to build a clear online presence in local areas.	Chief Operating Officer	Q2 17/18 - pick up and embed within connectivity plan.
10. Communication and Consultation	Effectively communicating, and where appropriate consulting when significant changes are being made to your local policing arrangements.	Chief Operating Officer	Q2 17/18 - pick up and embed within connectivity plan.
Supportive			
11. Commissioning	The PCC will publish her 2017-2020 PCC Commissioning Intentions Plan by the end of 2016 and establish multi-year funding streams for commissioned services to improve service stability.	CEO	<p>Completed for 2017/18.</p> <p>BAU - annual process.</p>

<p>12. Supporting local watch schemes within communities and building their profile with local partners and councillors.</p>	<p>The PCC will work with existing watch schemes through 2017 to explore ways to assist them, including: making it easier for communities to set up schemes in areas where they have a local need, improving communications from the local police and partners on activity in the local area (to ensure the schemes are well informed regarding policing activity in the local area), exploring how we can make schemes more impactful within their community, and supporting investment in core equipment, where a good case can be made.</p>	<p>CEO</p>	<p>Q2 17/18 - Scoping.</p>
<p>13. Keeping our roads safe.</p>	<p>The PCC will work with the Peninsula Road Safety Partnership and wider partners during 2017 to explore opportunities for enhanced road safety initiatives – and in particular how we might work together on tackling mobile phone usage whilst driving.</p>	<p>CEO</p>	<p>Q2 17/18 - scoping and engagement.</p> <p>Q3 17/18 - develop formal proposals.</p>
<p>14. Helping local authorities who wish to make better use of CCTV to keep their communities safe.</p>	<p>The PCC will publish a CCTV Investment Strategy by February 2017 - Focused on supporting capital investment not revenue costs with a focus on interconnected, high quality and sustainable systems and the development of monitoring hubs which allow local authorities to share resources and enhance efficiency.</p>	<p>CEO</p>	<p>Q4 16/17 - strategy approved.</p> <p>Q1 17/18 - EOI launched.</p> <p>Q2 17/18 onwards - strategy implementation and funding decisions.</p>
<p>PRIORITY - PREVENTING AND DETERRING</p>			

<p>15. Our Approach to Prevention.</p>	<p>By March 2017 the Chief Constable will set a Prevention Strategy detailing the force's approach to prevention and how it will be delivered across the organisation and through the Alliance with Dorset.</p>	<p>Chief Operating Officer</p>	<p>Q1 17/18 - Prevention strategy for consultation across Alliance.</p> <p>July 2017 - submitted to JMB for approval.</p>
<p>16. Delayed Charging and Diversion.</p>	<p>By April 2017 the PCC and the Chief Constable will launch a new 2 year pilot Delayed Charge and Diversion Scheme – creating an alternative pathway through which an offender (victim led and subject to strict eligibility criteria) can enter into a contract with the police to address the underlying causes of offending (such as addiction or mental ill health). Successful completion of that contract would provide an alternative to facing a criminal charge. The pilot will run for two years and will be evaluated by the University of Cambridge.</p>	<p>CEO</p>	<p>Q1 17/18 - pilot launch completed.</p> <p>Pilot will be monitored and governed through PRISM Board structures.</p>
<p>17. Improving online safety</p>	<p>The PCC will work with the banking and technology sectors, Action Fraud and local partners to raise public awareness on how to keep safe online, including : building on our existing Fraud Volunteer Programme and piloting a cyber cafes scheme focused on raising awareness of key threats and self help options.</p>	<p>CEO</p>	<p>Q1 17/18 - scoping.</p> <p>Q2 17/18 - drafting online action plan.</p> <p>Q3 17/18 - approve and implement online action plan.</p>

18	The PCC will work with PCCs nationally and others to push for improvements to the current Action Fraud arrangements to improve the service victims (individuals and businesses) receive when they report online fraud.	CEO	To be incorporated into online action plan.
PRIORITY - PROTECTING PEOPLE AT RISK OF ABUSE			
19	The PCC and the Chief Constable will lead nationally in the delivery of an effective national response to tackling modern slavery – through the establishment of a Home Office Funded unit to build evidence analytical capabilities and spread best practice.	Chief Operating Officer	National project being managed through Police Transformation Fund structures.
PRIORITY - SUPPORTING VICTIMS/WITNESSES AND HELPING VICTIMS TO GET JUSTICE			
20	The PCC and the Chief Constable will work with the Crown Prosecution Service to deliver an increase in prosecution resources for sexual offence cases in Devon, Cornwall and the Isles of Scilly by the end of 2017/18 in order to improve the speed and quality of the service that victims of sexual offences receive by reducing the time that victims have to wait for the case to come to court.	CEO	Q1 17/18 - scoping complete. Q2 17/18 - CPS engagement and agreement. Q3 17/18 - delivery.
PRIORITY - GETTING THE BEST OUT OF THE POLICE			

21	The PCC and the Chief Constable will formalise and expand our collaboration programme with local Fire and Rescue Services – seeking deep operational collaboration across the organisations where it provides benefits for our communities. The PCC and Chief Constable will focus on identifying new ways that we can share back office functions to generate savings as well as exploring ways that we can provide better services to the communities we serve and protect people at risk of abuse and those who are vulnerable. A clear plan for blue light collaboration will be in place by September 2017.	Transformational Change	Q1 17/18 - operational MOU signed
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