



Devon and Cornwall Police and Crime Panel
15 June 2018
Report of the Police and Crime Commissioner

POLICE AND CRIME COMMISSIONER'S UPDATE REPORT

This report draws the Police and Crime Panel's attention to a number of matters - any of which the Commissioner would be happy to expand upon further. A number of the most significant developments are the subject of individual reports to the Panel at this meeting.

Policy developments

Exploring the potential merger with Dorset Police

This is the subject of a separate report on this agenda.

PCC's Small Grant Scheme

The PCC's Small Grant Scheme intends to support communities to help resolve local issues themselves and to make Devon, Cornwall and the Isles of Scilly a safer place. £80,000 has been allocated to be granted in 2018 and an additional £80,000 in 2019 to local communities with identifiable anti-social behaviour (ASB) issues.

This year's scheme was launched on 21 May inviting bids of between £250 and £2,500 to address the more challenging forms of anti-social behaviour in public spaces which have a significant impact on community safety.

The Small Grant Scheme is only available to community groups and other local organisations that can show that they are undertaking or wish to undertake actions that can have a positive impact in reducing and preventing repeated anti-social behaviour. Bidders will need to show they are working with, and have the support of, their local Town or Parish Council, or Ward Councillors in larger urban areas.

Applications will be considered by a panel consisting of OPCC staff, police staff and Councillor advocates. A scoring matrix has been agreed to select the applications that best evidence their need and their ability to tackle and prevent repeating anti-social behaviour in the area that they represent. Councillor advocates from the areas applying will not be scoring their own area applications.

The closing date for first year applications is 23rd July 2018. The panel will meet at the end of July and funds will be paid in September 2018.

PCC's Connectivity Innovation Fund

Connectivity is a key area of focus within the Police and Crime Plan. To support the delivery of the Connectivity Framework. The Chief Constable and the Commissioner have agreed a framework 'Connect to Protect' setting out how the police will develop stronger links with local communities. The framework includes 10 minimum standards. A summary document setting out the framework and standards is being developed to support this. In addition, the PCC has established a Connectivity Innovation Fund for policing teams.

The Fund will provide small amounts of money to support ideas and initiatives that will carry forward the connectivity message in line with the Police and Crime Plan. This fund was designed to encourage and support the many good ideas we hear from amongst police officers and staff for reaching out to the communities they work with. Therefore applications to this fund were limited only to members of Devon and Cornwall Police.

Applications were open during April and May with 45 separate bids received from across the organisation. A panel of OPCC and Force staff and officers considered all submissions and agreed to support 25 applications to progress to the next stage. Unsuccessful applicants were signposted to other options for support where available. A final decision on awards will be made at the end of June.

Road Safety

The Commissioner and Chief Constable have agreed to focus on roads policing and road safety within their respective organisations in recognition of the importance of this issues to communities throughout Devon, Cornwall and the Isles of Scilly.

Work is being taken forward in a number of areas to enhance the policing approach to road safety across the peninsula.

- working with the Chief Constable to develop a roads policing strategy for Devon and Cornwall Police,
- investing in enhanced capacity within policing to support road safety
- supporting efforts to enhance community speedwatch within Devon, Cornwall and the Isles of Scilly

As the national lead for Police and Crime Commissioners on road safety the Commissioner is also working closely with the NPCC lead Chief Constable Anthony Bangham and with the Department for Transport to consider how we can deliver improved road safety.

New Policing Road Safety Strategy

A new policing strategy for road safety is under development and is due for completion in July 2018. The strategy is being developed through an examination of local data and

evidence, workshops with internal staff and partners and consideration of national and local best practice. Fundamental to the strategy is the 'partnership' nature of delivering safer roads and a recognition that 'road safety' is the responsibility of all elements of policing – not just the dedicated roads policing unit. There is considerable good work taking place in Devon and Cornwall Police already but there is a need for greater clarity of purpose, consistency and co-ordination and the strategy will set the ground for this. The strategy will be supported by a detailed action plan.

The current vision being considered is:-

'For Devon and Cornwall and the Isles of Scilly to have the safest road systems in the U.K. free from death and serious injury where people and communities have confidence in their safety.'

The following principles will underpin the strategy:-

- The Safer systems methodology will be adopted where enforcement, education and engineering/technology initiatives will be developed to ensure safe roads, safe speeds, safe vehicles, and safe road users. This requires a strong collaborative approach with partners.
- In line with the Force mission all aspects of policing will be expected to contribute recognising that road safety is a cross cutting issue.
- A commitment to working in partnership with stakeholders and communities.

In June we will start phase two of this work, to scope options for a new Devon and Cornwall wide 'top level' Strategic Road Safety Forum which brings together senior leaders from across partners to aid collaborative working on road safety and drive forward progress. The PCC has agreed to provide the support for such a new Strategic Forum within her team for the next two years.

Enhancing proactive work – a new No Excuse Team in Devon and Cornwall Police

Following the February 2018 Panel meeting , the Commissioner has prioritised with the Chief Constable the recruitment of additional officers into a high visibility 'No excuses' team on road safety following best practice. This will enable the targeting of our most prolific and potentially dangerous drivers and demonstrates our commitment to making road safety a priority. The teams carry out highly visible, targeted roads policing enforcement operations.

New national road safety study

The OPCC understands the Department of Transport is shortly to make a number of important national road safety announcements. These are yet to be confirmed at the time of preparing this report.

The Police and Crime Panel will be provided with an update at the meeting regarding latest developments.

Community speedwatch

The Commissioner is committed to working with communities to support the establishment of community speedwatch where needed and to assist in its operation. There are currently 33 Active Teams with 6 more in the process of setting up.

The Commissioner and partners through the Peninsula Road Safety Partnership have commissioned a local study which is due to report in June 2018 into current community speedwatch arrangements. One of the aims of that study is to determine the required structures and resources that are needed to support the establishment and operation of community speedwatch schemes so that we can help schemes to flourish.

There are many factors that make a community speedwatch scheme a success – these include committed volunteers and local support from policing and wider partners. There is also a capital cost – in terms of the provision of equipment that is needed for the schemes to operate. The Commissioner has agreed to provide a significant capital investment to support that equipment and will be making up to £100,000 available from the capital reserve over the next two years to fund community speedwatch equipment. .

National portfolio

The Commissioner has held discussions with the National Police Chiefs' Council Lead Anthony Bangham who has responsibility for the development and implementation of the recently published National Roads Policing Strategy 2018 – 2021. This has resulted in contact with various force areas suggested as providing best practice initiatives which will be considered for implementation locally. Further discussions and meetings with Chief Constable Bangham are planned to assist in the PCC's development of her National Road Safety portfolio.

Accountability and Scrutiny Programme 2018/19

To support the Commissioner in her duty to hold the Chief Constable to account, the OPCC will be working with the Centre for Public Scrutiny to develop an Accountability and Scrutiny Programme for 2018/19. The Centre for Public Scrutiny will also be facilitating discussions between the commissioner and her office, and the chief constable and his staff to develop robust scrutiny practice, process and culture with a focus on: positive organisational learning; and openness and transparency. Scrutiny training will also be delivered to key personnel to assist them in their role to support the commissioner.

Use of Force Scrutiny Panel

As per the previous panel's update, the joint Devon and Cornwall and Dorset Use of Force Scrutiny Panel held its second meeting in February 2018. The Panel was created to scrutinise Devon and Cornwall Police and Dorset Police in instances where officers resort to the use of force in the course of their duties. This is an issue of particular importance to the Commissioner and to the public given that suitable assurance in this area is important for building confidence in policing and ensuring legitimacy.

The focus of this second scrutiny panel was mental health. As such the Panel, which included independent members and experts from health, explored instances when the police in Devon, Cornwall and Dorset had used force which had been categorised as involving individuals with mental ill health. The purpose of that scrutiny was to reveal any areas of good practice; identify any areas that the police may wish to consider for development; and provide an assurance to the public that the police have been using force legally, appropriately and proportionally. The Panel also examined and discussed the existing processes and forms in place for recording use of force and performance data on overall use of force incidents.

The work of this scrutiny panel will be a key component of the PCC's Accountability and Scrutiny programme for 2018/19. The next meeting of the panel will take place on 31 May 2018.

Out of Court Disposals Scrutiny Panel

The Police and Crime Commissioner is responsible by law for holding the Chief Constable to account on behalf of the residents of Devon, Cornwall and the Isles of Scilly for delivering a police force that works well and meets the needs of its communities. To do this the commissioner 'scrutinises' certain issues and activities including the use of Out of Court Disposals (OoCDs). The commissioner's office is in the process of establishing a new OoCD Scrutiny Panel.

The scrutiny of OoCD's is about reviewing cases and working practices, to support the police to learn and achieve consistent and accurate outcomes. It is important that the public and criminal justice partner organisations understand and have confidence that Devon and Cornwall Police are using their powers legally, proportionately and appropriately. It's also healthy for any organisation to pause to reflect on their practice, and learn. The aim of the OoCD Scrutiny Panel is to independently review both youth and adult cases that have been resolved through the use of OoCDs and to publish their findings in the public domain. The panel also has a role to:

- identify and recognise good practice
- identify any areas of improvement relating to the use of OoCD's
- explore the quality of decision making relating to OoCD's
- make recommendations to those individuals within organisations who have the power to make changes
- provide a mechanism within the scrutiny process to ensure that victims have their voices heard

PCC's Councillor Advocate Scheme

The Councillor Advocate Scheme is a key element of the Connectivity Framework – *Connect to Protect*. It is designed to boost information sharing and help to build positive relationships and links between councillors, local police and the OPCC.

To date 71 individuals have registered for the councillor advocate scheme. The scheme aims to improve the connectivity between councillors, the police and the commissioner. It works to ensure that:

- councillors feel more informed about crime and policing in their local area;
- a practical and positive route exists to enable councillors to bring overall views from their communities to the police;
- the Police and Crime Commissioner is kept informed of community views across Devon, Cornwall and the Isles of Scilly, so that she can effectively hold the Chief Constable to account for policing;
- consistent, accurate and honest information relating to crime and community safety is cascaded to the public;
- councillors feel more equipped to inform the public about crime and policing, educate their communities about crime and support/encourage greater reporting of issues to the police and other appropriate partner organisations; and
- the time of police officers is used to its optimum by enabling the cascade of information to be efficient and without duplication

The scheme works on a practical level by improving the consistency and frequency of communication, and offers advocates:

Face to face discussions:

- Access to a quarterly meeting with the police at a local level
- Access to councillor advocate themed seminars each year
- Access to a named contact within the commissioner's office

Written materials:

- A bespoke advocate information directory
- Quarterly key topic briefing documents specifically for advocates
- Quarterly newsletter from the commissioner
- Monthly Citizens in Policing newsletter
- Notification of press releases issued by the police and the commissioner

Campaigns and events:

- Access to police campaign materials (e.g. posters and leaflets)
- Prior notification of and invitation to police arranged community engagement activities

How the commissioner is listening to councillor advocates

The first series of councillor advocate seminars was held in April with one event in Devon (6 April) and one in Cornwall (19 April). The theme for the first seminars was Project Genesis / changes to neighbourhood policing and was chosen specifically in response to issues raised with the commissioner by councillors. At the seminars some councillors raised concerns relating to reductions in numbers of Police Community Support Officers (PCSOs). The councillors expressed a need for assurance around monitoring the impact of this decision and requested that the commissioner scrutinises

the implementation of Genesis and ongoing performance relating to neighbourhood policing, in order to hold the Chief Constable to account for this.

The advocates also talked about Devon and Cornwall Police communications and there was a general view that police communications often focus on the work of neighbourhood teams, but that this can create an imbalance in public perception. Councillors stated that more could be done to promote the work of other police teams/departments, particularly those working on less visible issues such as cyber-crime and the exploitation of vulnerable people. As such, councillors requested that the commissioner explores with the chief constable, if communications from Devon and Cornwall Police could be developed further to educate and inform the public about the much broader, diverse and in some cases complex aspects of policing.

In response to this feedback the commissioner requested that 'councillor advocate feedback' be added as an agenda item to her Joint Management Board with the chief constable. The issues raised will be discussed in that forum and the outcome communicated back to the advocates.

The OPCC is in the process of establishing a steering group to help guide the future development of the scheme. The office will also be re-publicising the scheme over the coming months.

For further information please email
councilloradvocateopcc@devonandcornwall.pnn.police.uk

Independent Sexual Violence Advocacy

The OPCC is pleased to announce the award of the Independent Sexual Violence Advocacy (ISVA) contract to First Light, the organisation currently responsible for operating the Cornwall & Plymouth Sexual Assault Referral Centres (SARC's). Bidders were subject to independent evaluation by panel members comprising representatives from the OPCC, NHS England, Local Authority representatives from Cornwall, Plymouth, Torbay and Devon as well as a service user, all of whom came to the same conclusion with regards to the preferred bidder.

The new contract will commence on the 1st October 2018 and will complement the new SARC contract which will be operated by North Devon Health Care Trust, who currently run the Exeter SARC, from the same date.

Tackling Pathways to Offending: the Pathfinder Pilot and the Transforming Justice Project

In late 2016 the Commissioner was successful in securing over £750,000 funding from the Home Office Police Transformation Fund to support her work on reducing offending levels. This funding has supported:

- the development and launch of the innovative Pathfinder deferred caution scheme

- transforming justice, transformational work to reduce offending and reoffending in Devon and Cornwall in order to reduce crime, prevent further victims and create safer communities, which is being progressed jointly with the LCJB.

Pathfinder Deferred Caution Scheme

The scheme is approaching its first anniversary of operation following its launch in June 2017. It is continuing to operate well and deliver positive and often life changing results for the individuals involved. A new automated referral process commenced in March 2018 which will reduce the administrative burden on officers. As a result of this new process the Pathfinder team are already seeing a notable increase in referrals into the scheme. The Pathfinder Keyworkers also now have powers to caution so this means there is no 'backflow' to officers, saving time for front line officers, and ensuring the case is resulted quickly and efficiently.

The randomised control trial for the scheme also commenced in March 2018 and will run until the end of the year. This randomised control trial – which is being led by Professor Larry Sherman from the University of Cambridge - will allow us to independently assess the true impact the Pathfinder scheme, by allowing a comparison to be drawn with individuals who are not referred into the programme. The evaluation will include reoffending rates, crime harm index, victim and offender satisfaction rates and the cost benefits of intervention. An interim evaluation is expected in March 2019 with a full evaluation in February 2021.

A victim satisfaction evaluation report will also be available in March 2019.

Transforming Justice

Since December 2017 a series of productive workshops have been held with partners exploring the three priority areas which had been identified. Following on from those workshops the OPCC have been continuing to develop proposals in those key areas – which are being taken forward in connection with the Local Criminal Justice Board

- improved provision of rehabilitative and resettlement services for prisoners to include accommodation;
- a whole system approach to women, to include their children, with trauma informed services,
- rough sleepers with complex needs.

Accommodation: work is focused on two specific areas 1) housing solutions for short term prisoners leaving HMP Exeter and HMP Eastwood Park who have no suitable accommodation in place and who have a local connection to Devon and Cornwall. 2) Accommodation support for offenders who are at risk of being returned to prison *for breach of licence* by virtue of their lack of accommodation.

Women offenders: In March 2018 the project provided £15,000 to Resilient Women, Co-Lab, Exeter to support them in their work developing a women-centred approach in criminal justice and the provision of specialist services for women. This funding was provided to enable them to hold weekly sessions alternating between a multi-agency

drop in space and targeted learning workshops for women, offering whole system support (e.g. housing, health, debt, DVSA, parenting). The funding will also support the availability of such services to women engaged with the Pathfinder Deferred Caution Scheme.

Pre and post release support services: the OPCC team are working with partners to establish a regular pre-release coordinated event at HMP Exeter 2 weeks before offenders are due to be released. Under the scheme all services that a prisoner will need to make contact with upon release will be present or contactable by telephone. The purpose of this preparatory work is to seek to ensure that a prisoner has all the services they require in place, prior to their release, including accommodation, work or an application for Universal Credits (as applicable) and any other services they may need post release – thus reducing the likelihood that they may reoffend at an early stage.

Work of the Local Criminal Justice Board

At the start of 2018 the Commissioner took over the chair of the Local Criminal Justice Board. Considerable progress continues to be made across a number of areas within the LCJB, linking heavily to the Transforming Justice Project led by the OPCC during 2017 which was funded by a successful bid to the Home Office Police Transformation Fund.

Transforming Justice in Reducing Offending Board and Commissioning:

In partnership with the OPCC Transforming Justice project, the LCJB has set up a Reducing Offending Board. Birdie Oaks-Richards, Governor of HMP Dartmoor, chairs the meeting, bringing together the CJS agencies, local authorities, health and the voluntary sector under one coherent strategy. The aim is to reduce offending and have a positive impact on those at risk of offending. Alongside the Board, we are developing a cross sector CJS commissioning group, which will bring together the CJS, Health and Local Authorities across the Peninsula to co-design contracts which have an impact on crime and justice. We are in the process of developing a common set of principles, terms of reference and a calendar of opportunities for the commissioning work.

Working with the Voluntary, Community and Social Enterprise Sector (VCSE)

In partnership with Safer, Stronger Consortium in Cornwall, the LCJB is developing a working agreement between the CJS and VCSE organisations operating across Devon and Cornwall. The agreement will set out a future model for working including representation at meetings, principles that govern information sharing and co-design and policy development whilst having a focus on how to get the best outcomes for the communities we serve.

Mental Health and the Criminal Justice System

The LCJB recognises the challenges faced by offenders and their families who come into contact with the CJS because of or with mental ill health. The LCJB Mental Health Partnership has developed a three stage plan based on prevention, intervention and partnership. The plan has actions crossing CJS and Health agencies and good

progress is being made. Amongst some of those projects; we are working with one of the local judges on reducing the amount of time it takes to get a psychiatric reports to court to inform sentencing and are helping Approved Mental Health Practitioners set up a process where they can make court applications by video, saving our rural colleagues valuable time in the community. The plan spans two years and has served to improve our joint working relationships.

Reform of complaints handling – postponement of the pilot of an enhanced role for PCC

In December 2017, the Police and Crime Panel were informed of the intention to pilot with Dorset OPCC a new process for handling police complaints. The pilot related to the potential for PCCs to take a more active role in complaints under the Policing and Crime Act 2017. It was proposed that the two OPCCs would work together to pilot a shared Customer Service Team that will explore how this function can be developed and to maximise the potential to improve the way that complaints are resolved.

The pilot was due to commence in March 2018 but has been temporarily paused due to delays in implementing the required provisions of the Policing and Crime Act 2017. The proposed date for a statutory instrument to enact the new requirements has been moved from June 2018 to Spring 2019. It is possible that the timetable may move back further due to Parliamentary scheduling pressures. We are also awaiting clarification from the Home Office about official pilot status and there is no firm date for the production of official guidance from the Home Office or the Independent Office for Police Conduct (IOPC) on the proposed changes to the misconduct system

Given these uncertainties, the decision has been taken to pause the pilot until a clearer picture emerges on time scales and national guidance for implementation.

Estates Update

Police HQ Middlemoor - Northside

Public consultation for the development of a retail park on the Northside plot at Middlemoor was undertaken on 21 May with 173 people visiting the event throughout the day.

Questions and issues that couldn't be answered on the day were taken away for further consideration and response.

Police HQ Middlemoor - Southside

The sale of the surplus land on the north side will allow the Force to fund a new criminal justice centre and operational policing hub on the south side of Middlemoor.

Plans are to build a new criminal justice centre incorporating 40 cells, co-located with an operational policing hub that will provide staff with better equipped facilities in order to fulfil their duties more efficiently, and meet the needs of the growing economy and increasing population.

A turf cutting ceremony marking the beginning of the construction work is scheduled to take place on 26 June.

Bodmin Police Station

Aldi have been granted Planning Permission to develop the adjoining land, which has resulted in a number of concerns being raised both operationally and strategically regarding the recent proposal to create an operational hub in Cornwall.

We are working with the operational staff at Bodmin to open a dialogue with the Aldi site contractor to address the concerns relating to the Highway, delivery and other associated construction related activities. In addition, we have contacted the relevant officers at Cornwall Council's Planning and Highways teams to ascertain the current position regarding the proposed residential scheme.

The NPEG (National Police Estates Group) benchmarking data for 2017/18 is due to be submitted on the 20 July, so work is being undertaken to review our existing information and provide an accurate assessment. This will be made available later in the year and publicised on the NPEG website, which goes live on the 31 May 2018.

Grenfell Inquiry

The Grenfell hearing commenced on 21 May and the first few days have concentrated on the experience and memories of the families and friends of the 71 people who lost their lives. Over the course of this inquiry, further details will be heard about the cause of the fire which is expected to generate questions from across both forces about the integrity of our estates so the Estates team are ready to respond to any issues which arise.

MACE are continuing to survey our existing buildings which have been prioritised on a risk basis and remediation works are planned to commence on our two highest risk buildings located at Charles Cross and Crownhill in Plymouth in Q3 2018/19 with completion anticipated in March 2019. These works will comply with the findings contained within the Hackitt review, which were published in May.

CCTV

Since the February Panel meeting the Commissioner has awarded capital funding support to Wadebridge town council to help with the installation of a networked town centre camera system. The system will be connected into Cornwall Fire and Rescue control room where the cameras will be monitored. Bodmin has also received funding support to increase the number of cameras in the town. The number of towns connected into the Tolvaddon control room is now 11, with several more towns in Cornwall working with the OPCC office and Cornwall Fire to cost camera systems and upgrades of existing infrastructure.

In Devon, during June, the OPCC is holding meetings with all of the district councils, towns who have expressed interest (23 to date, in addition to major conurbations) and

CCTV providers to explore options and costs for installing or upgrading CCTV systems within the towns. The options will include the provision of monitoring services from the major CCTV control rooms/hubs.

In Exeter, the OPCC is working with the city council to rebuild and further develop the existing system. This will include creating the capacity needed to offer monitoring services to Devon towns.

In Torbay work is starting on a comprehensive upgrade of the CCTV systems in Torquay, Brixham and Paignton, including the main control room in Torquay. The Commissioner is supporting this project with grant funding of £60,000.

Formal launch of new Restorative Justice service in Devon, Cornwall and the Isles of Scilly - visit of HRH The Princess Royal to Make Amends

Along with other dignitaries, the Commissioner welcomed HRH The Princess Royal to Torquay in June to visit Make Amends – the provider of restorative justice services to victims of crime across the Devon and Cornwall.

The PCC commissioned Make Amends in October 2017 to deliver RJ services across the peninsula. The funding provided ensures that frontline police officers and their colleagues in other parts of the criminal justice service can support victims by giving them the chance to meet or communicate with their offenders to explain the real impact of crime upon them.

The visit by The Princess Royal was in her capacity as the Patron of the charity.

PCC engagement events in 2018/19

The Commissioner or members of her team currently plan to attend 44 events between May and November 2018. This figure is likely to increase as the year goes on.

We continue to develop our joint approach to engagement, either where a joint approach is important to deliver a cohesive message or to support other smaller partner organisations which do not have sufficient resource to go it alone.

The 2017 experiment to work closely with the Force diverse communities' teams at events such as Exeter Respect, Cornwall Pride and North Devon Sunrise was a success and will be strengthened. This has led to new events in 2018 such as Plymouth Respect and the Every Woman's Hope Festival in Truro.

Discussions continue with partners to help develop a 'Pride' type event in Torbay.

We are excited at the prospect of being joined at events by representatives of neighbourhood policing, the Victim Care Unit, and 101 call handlers. Our work with the Force to improve connectivity with communities will work best if it is supported by those working in roles which have most contact with the public so this is a big step forward.

Plans were already in place to be joined at events by our excellent rural Specials, by members of DACCWA (watch associations) and by Crimestoppers. This is a new development and one we are looking forward to greatly.

The OPCC engagement team continues to help resource the three Blue Light Days for people with a learning disability. There are new venues for both Plymouth and Devon this year and the latter's move to Westpoint is likely to see the event gain significant momentum.

The engagement team is currently working with Torbay Neighbourhood Watch to support plans for a number of events over the summer, and with Bicton College to offer work experience placements to students on its public service course.

Event survey

For 12 weeks during the summer of 2018 the OPCC engagement team will conduct a public survey into the proposed merger between Devon and Cornwall Police and Dorset Police. This will run alongside the themed survey into road safety which will use a coin drop to encourage public involvement.

The question asked will be:

Which two of the following are of the biggest concern to you?

Road condition

Speeding

Distraction driving (mobile phone use)

Drink/ drug driving

Inexperienced motorists on rural roads

Other

The question is the same as the one being asked in the national Rural Crime Survey and results will be passed to the Strategy Team for consideration at the end of October.

PCC's newsletter

In early May the decision was taken to change the format of the Commissioner's newsletter and how it is distributed. This was largely taken due to the new GDPR regulations.

From June the newsletter will not be produced every two months and will be distributed via the Force's Devon and Cornwall Link Up.

This has significant benefits both ways. It means that the newsletter will now be distributed to approaching 40,000 potential readers but also gives the OPCC the chance to promote the Link Up service which is an increasingly influential way for the police to contact the public with specific local news.

Personnel changes

OPCC staffing changes

The new Head of Estates for Devon, Cornwall and Dorset Laura Haynes began work in April. Laura joins the OPCC from a housing association background and will be working with OPCC Treasurer Nicky Allen on delivering the Estates Strategy including the major redevelopment work at Middlemoor for the new Criminal Justice Centre and land for commercial development.

The Chief Executive has appointed Patrick Phelvin as the new OPCC Head of Communications and Engagement. Patrick has a wealth of experience in communications and media relations having worked previously for Devon Live. Patrick is due to start work at the OPCC on 11th June.

Morris Watts has temporarily joined the OPCC to undertake a specific piece of work in developing a Road Safety Strategy. Morris has a strong police and community sector background.

Earlier this year, Emily Owen from the Commissioning and Partnerships Team joined Devon and Cornwall Police as Victim Care Unit Manager to cover for maternity leave. Sarah Pengelly has joined the OPCC temporarily over the summer to fill Emily's role. Sarah will be managing the PCC's Small Grant Scheme and providing other support to the OPCC. Sarah has extensive experience in the community, the voluntary sector and of working with minority communities in South Devon.

National developments

New Home Secretary

Following the resignation of Amber Rudd, the Prime Minister appointed The Rt Hon Sajid Javid MP as the new Home Secretary. Mr Javid, Member of Parliament for Bromsgrove, was formerly the Secretary of State for Housing, Communities and Local Government. Mr Javid took up post on 30th April.

Frontline Review

The Home Secretary has announced a review of Frontline Policing. At the time of preparing this report, full details were not available. However the Policing Minister has outlined the aims of the review as looking to:

- harvest new ideas for change directly from the frontline, identifying systemic issues which act as barriers in their day-to-days roles.
- improve access, availability and experience of support and development services under three pillars; leadership, performance management and welfare.

The Police and Crime Commissioner welcomes this announcement and stands ready to contribute to the review.

PCC meeting with Devon and Cornwall MPs

The PCC and Chief Constable held one of their regular roundtable meetings with Devon and Cornwall MPs in Westminster on 22nd May. This provided the opportunity to update MPs on key developments affecting the Devon and Cornwall Police including the potential merger with Dorset Police, latest HMICFRS inspections and the Neighbourhood Policing Review. MPs were keen to hear of the renewed focus on road safety including the work the OPCC is supporting to develop a Road Strategy.

Twelve of the 18 Devon and Cornwall MPs were present for the briefing. An information pack was also provided to those who were unable to attend due to other Parliamentary business.

PCC gives evidence to Home Affairs Select Committee

The PCC appeared before the Home Affairs Select Committee on 1st May to provide evidence to the Policing for the Future Inquiry. The PCC represented the Association of Police and Crime Commissioners in her role as deputy lead for the Local Partnerships and Policing portfolio.

The Committee was taking evidence on neighbourhood policing and the PCC appeared alongside representatives from the Metropolitan Police, the Police Foundation and a retired senior police officer.

The Committee asked questions about the roles of neighbourhood policing in rural areas, the challenges of meeting the competing demands of the public's desire of visible policing coupled with the need to adequately counter the threat of terrorism, serious, organised crime and online crime.

The transcript from the session is available here

www.parliament.uk/business/committees/committees-a-z/commons-select/home-affairs-committee/inquiries/parliament-2017/policing-for-the-future-inquiry-17-19/

Home Office consultation on police pursuits

The Home Office has published for consultation its findings of its review of the legislation, guidance and practice surrounding the police's pursuits of suspect vehicles. The review announced by the Policing Minister in September 2017 supports the Government's wish to get ahead of and tackle emerging threats like motorcycle-related crimes, including those involving mopeds and scooters.

The consultation, available here www.gov.uk/government/consultations/police-pursuits sets out and seeks views on a number of proposals, including:

- Judging whether a police officer's driving is careless or dangerous against the standard of a careful and competent police driver of a similar level of training and skill, rather than any careful and competent driver, as now;
- Requiring that specific driving tactics employed by the police are authorised appropriately and are both necessary and proportionate to the circumstances;

- Making clear that the police are not responsible for the standard of driving of a suspect being pursued; and
- Clarifying the various emergency service exemptions to traffic law to reduce the potential for confusion.

The consultation is open until 13th August.

Assaults on Emergency Workers (Offences) Bill

This Bill would give greater protection to police officers and other emergency responders by increasing sentencing for those who assault emergency workers. The Commissioner has been working with our 18 MPs to raise awareness of this legislation and to encourage their support.

Last year there were over 700 assaults on police officers and staff recorded in Devon and Cornwall. Whilst these will vary in severity, this is unacceptable. Aside from the injuries and impact this has on the victims and their family, it also places pressures on the rest of the workforce whilst their colleagues recover and spend time away from the frontline. This Bill completed its passage through the House of Commons in April 2018 and has now passed to the House of Lords for consideration.

Service Animals (Offences) Bill

This Bill provides better protection in law for police dogs and other service animals should they be attacked in the course of duty. The Commissioner wrote to the Secretary of State at the Ministry of Justice calling on the Government to back the Bill, commonly known as Finn's Law. A number of well documented cases, including that of Police Dog Finn outline the need for new legislation to protect our valued police dogs to receive proper protection in law should similar incidents occur again.

This Bill is expected to have its second reading debate on 15 June 2018.

HMICFRS reports

The Commissioner has published her formal responses to two HMICFRS (Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services) inspection reports. These are the Crime Data Integrity re-inspection and PEEL Effectiveness. Both responses were sent to the Police and Crime Panel in May.

Regulation requires the Commissioner to submit formal responses to HMICFRS reports about Devon and Cornwall Police, having first invited the Chief Constable's comments, to the Home Secretary, HMICFRS and Police and Crime Panel within 56 days of the report's publication. These responses should also be published.

The Commissioner's responses to the Crime Data Integrity re-inspection and PEEL Effectiveness reports are provided again here at Appendix A and B respectively.

Contact for further information

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RESPONSE OF THE POLICE AND CRIME COMMISSIONER OF DEVON, CORNWALL AND THE ISLES OF SCILLY TO HER MAJESTY'S INSPECTORATE OF CONSTABULARY AND FIRE & RESCUE SERVICES' CRIME DATA INTEGRITY RE-INSPECTION 2018 OF DEVON AND CORNWALL POLICE

In October 2016, Her Majesty's Inspectorate of Constabulary (HMIC) conducted a crime data integrity inspection of Devon and Cornwall Police.

This report was published in February 2017, see here: [report](#) and concluded that the crime-recording arrangements in Devon and Cornwall Police were not acceptable and was given an overall judgment of: inadequate.

The report made a series of recommendations and areas for improvement aimed at improving crime-recording in Devon and Cornwall.

The re-inspection took place in the summer of 2017 and was published on 10th April 2018 – see [report](#). The re-inspection focussed upon reports of violent crime and sexual offences. It does not include an audit of reports of other crime, and did not report on the Force's overall crime-recording accuracy.

HMICFRS findings

OVERALL JUDGMENT:	GOOD
How effective is the force at recording reported crime?	Good
How efficiently do the systems and processes in the force support accurate crime recording?	Requires improvement
How well does the force demonstrate the leadership and culture necessary to meet the national standards for crime recording?	Outstanding

CHIEF CONSTABLE'S COMMENTS

The Chief Constable is pleased to note the findings of the Crime Data Integrity re-inspection and the grading of 'good' and acknowledges the significant improvement made both in crime recording accuracy and timeliness. This is a direct result of the hard work and commitment, from officers and staff across the Force, to improve standards.

The report commends us on the substantial progress that has been made, how hard we have worked and the sustainable improvements made across the board in crime recording. As such, they consider that we now provide a considerably improved service

to victims of crime, which fulfils our Mission to detect and prevent harm, as well as protecting the vulnerable. The report also highlighted an improved service to the victims of crime and local communities; a priority shared by all of our officers, staff and partners.

A particularly pleasing result is the grading of 'outstanding' within the report in regards to the leadership and culture within the Force, acknowledging that officers are 'placing the needs of the victim at the heart of their crime recording decisions' and that the service we provide to victims of sexual offences has improved.

The report notes the Force has fully implemented all of the recommendations made in the 2016 report. We continue to progress improving the recording of crimes reported by third party professionals (e.g. social services and health professionals) directly to its safeguarding teams and to improve recording of equality information so that the Force has a better understanding of, and can respond effectively to, all of its communities.

New governance is now in place to progress the next phase of activities as part of normal business arrangements. This includes a monthly meeting led by the Deputy Chief Constable and attended by the Police and Crime Commissioner and her team, which reviews internal audit outcomes, actions and further progress.

POLICE & CRIME COMMISSIONER'S RESPONSE

The Commissioner welcomes the result of the re-inspection of Crime Data Integrity in Devon & Cornwall Police.

This assessment demonstrates that the police have made good progress in improving the crime recording practices and the PCC echoes the Inspectorate's view that the police have been providing a considerably better service to victims of crime. The PCC has made it clear in her Police and Crime Plan that reporting crime is an area of priority for Devon and Cornwall. In particular it is essential that victims of the most serious crimes such as those crimes that are generally under-reported such as domestic violence, sexual assaults and hate crime have the confidence that the police will take their matter seriously. The public must feel sure that the courage of a victim to report a crime will be met with the correct response by the police in regards to accurate, timely crime recording processes.

The findings from the HMICFRS re-inspection illustrate that victims can have greater confidence that Devon and Cornwall Police will record crime effectively.

The way and speed in which the Force has made a step change in instilling the importance of accurate, consistent crime recording practices is exceptional. This is to be commended.

The Commissioner note the HMICFRS's comments that the Force has implemented all of the recommendations made in its 2016 report but notes that the Force still has work to do to improve the service to ensure that crimes reported directly to its public protection teams are recorded and that some mandatory training had yet to be completed by all required officers.

The PCC maintains a close interest in the area of crime recording and remains assured that the Chief Constable has in place the necessary processes and procedures to ensure that any future dips in performance are quickly identified and appropriate action taken.

The Force has established a Crime Recording Monitoring Group which meets every two months to ensure that NCRS (National Crime Recording Standard) compliance is regularly reviewed and any areas of concern are looked into. This group will also receive quarterly crime audit reports from the Force Crime Registrar. The Office of the Police and Crime Commissioner is represented on this group and the PCC is informed of its work.

The Force has demonstrated that with strong leadership and focus, it can turn around a poorly performing area of service. The PCC is assured that the Chief Constable will continue to drive improvement in crime recording, embed the learning from the 2016 report and sustain good levels of compliance to ensure victims receive good levels of service. The PCC will continue to hold the Chief Constable to account for crime recording standards. This is exercised formally through the Joint Management Board which meets monthly.

The Police and Crime Commissioner would like to put on record her thanks to the senior leadership team of Devon and Cornwall Police for the way they have swiftly addressed the failings identified in the 2016 report. The public should have confidence that the police now have a far improved understanding on the complexities of crime recording rules and staff and officers are accurately applying this at all levels within the organisation.

RESPONSE OF THE POLICE AND CRIME COMMISSIONER OF DEVON, CORNWALL AND THE ISLES OF SCILLY TO HER MAJESTY'S INSPECTORATE OF CONSTABULARY AND FIRE & RESCUE SERVICES'

PEEL: POLICE EFFECTIVENESS 2017 - DEVON AND CORNWALL POLICE

As part of HMICFRS' annual inspections of police effectiveness, efficiency and legitimacy (PEEL), it assessed how effective Devon and Cornwall Police is at keeping people safe and reducing crime. This inspection focused on five areas of policing:

- preventing crime, tackling anti-social behaviour and keeping people safe
- investigating crime and reducing re-offending
- protecting those who are vulnerable from harm, and supporting victims
- tackling serious and organised crime
- specialist capabilities

This report was published in March 2018, see here: [report](#) and concluded that the overall effectiveness of Devon and Cornwall Police was: **requires improvement**.

HMICFRS findings

OVERALL JUDGMENT:

How effective is the force at preventing crime, tackling anti-social behaviour and keeping people safe?

REQUIRES IMPROVEMENT

Good

How effective is the force at investigating crime and reducing re-offending?

Requires improvement

How effective is the force at protecting those who are vulnerable from harm, and supporting victims?

Requires improvement

How effective is the force at tackling serious and organised crime?

Good

How effective are the force's specialist capabilities?

Ungraded

CHIEF CONSTABLE'S COMMENTS

The Chief Constable is pleased to note the 'good' gradings for dealing with serious and organised crime, and local policing, preventing crime and reducing antisocial behaviour.

The report included a 'requires improvement' grading for crime investigation, which reflected both local and national issues with investigative capability and capacity which are being progressed.

The Force was also graded 'requires improvement' for vulnerability. Whilst the report reflects the work in the control room, in the assessment, from public protection, from sexual offences and domestic abuse teams and first responders as being good, it does not consider vulnerability as widely as we do. The inspection has focused very narrowly on domestic abuse to determine a judgment on vulnerability, which does not reflect our broad Mission and commitment. It also failed to consider the reality of our Force Mission that we put assets, the precious assets, in the areas of the highest risk and medium risk and try and safeguard people.

Devon and Cornwall Police will be taking a range of actions in respect of the specific areas for improvement identified in the report:

In respect of the specific areas for improvement the following activity is planned.

National Recommendation. By September 2018, all forces with a shortage in qualified detectives and/or other investigators should develop an action plan.

A 100 day action plan has been developed to drive forward action in this area. The focus of this work includes

- Identifying opportunities for short term resources to be provided that will improve PIP 2 (Professionalising Investigation Programme) capacity
- Considering the future workforce mix for investigations and identify opportunities to maximise effectiveness of Police Staff Investigators
- Identifying immediate changes to ICIDP (Initial Crime Investigators Development Programme) process to encourage applicants
- Identify changes to the duty scheme for investigation that will improve the wellbeing of staff and evaluating their impact on recruitment and retention
- Improve current resource levels through the utilisation of a transferee process
- Considering medium to long term options for building PIP 2 resilience

National Recommendation. By September 2018, all forces should review how they are implementing changes to pre-charge police bail, working with the National Police Chiefs' Council lead.

An Investigation Standards action plan is being put in place, overseen by a new Investigation Standards Board which will drive forward local progress in line with national developments. Work under the action plan to address this recommendation includes implementing a UNIFI solution to improve management of cases that are Released Under Investigation, provide effective performance data to enable local areas to manage performance more effectively and improving supervision of workloads.

D&C Area for Improvement: Preventing crime and tackling anti-social behaviour

- ***The force should take a more structured, consistent approach to problem solving to enable it to tackle crime and anti-social behaviour more effectively.***

The Force has a structured, consistent approach to problem solving which is being bolstered through the recruitment of a Head of Profession and nine Specialist Problem Solvers across the Force. Governance is provided by way of the Genesis Board, led by the Assistant Chief Constable for Local Policing and Connectivity.

This problem solving approach has been complemented by the publication of a single Strategic Alliance Problem Solving and Prevention Strategy. In order to embed all of these structures and processes in a consistent fashion a series of day long problem solving training inputs are currently being delivered to all neighbourhood teams with problem solving activity being captured centrally.

D&C Area for Improvement: Investigating crime

- ***The force should ensure that it completes all investigations to a consistently good standard and in a timely manner.***
- ***The force should ensure that there is regular and active supervision of investigations to improve quality and progress.***
- ***The force should improve its ability to retrieve digital evidence from mobile phones, computers and other electronic devices quickly enough to ensure that investigations are not delayed.***
- ***The force should ensure that it swiftly locates and arrests those who are circulated as wanted on the Police National Computer, those who fail to appear on police bail, named and outstanding suspects and suspects identified through forensic evidence.***
- ***The force should improve the quality of investigations involving vulnerable people, ensuring that the workloads of specialist investigators are manageable and that such investigations are subject to regular and active supervision.***

The Force has established an Investigation Standards Board to drive improvements in investigations following the findings from the PEEL effectiveness report in these areas. This has established an immediate 100 day action plan to address the issues raised by HMICFRS. It is anticipated that these actions will identify future areas for improvement which will be taken forward under the governance of the Board. The service to vulnerable victims will be considered as part of the work of this Board.

In the medium to long term, the work of a dedicated project team to review and deliver a new crime management process for the Force will contribute to this area.

The issue of fugitive management is being progressed as part of change management as part of the Strategic Alliance. Ahead of implementation, a series of actions have been identified to be carried out immediately through the 100 day plan including the development of a PNC (Police National Computer) circulation implementation plan and a risk assessment process for all suspects.

D&C Area for Improvement: Vulnerability

- ***The force should improve its understanding of the reasons for the declining domestic abuse arrest and charge/summons rates and how it uses voluntary attendance in domestic abuse cases, to ensure victims are protected.***
- ***The force should improve its initial investigation of cases involving vulnerable victims, by providing responding officers with access to body-worn video-recording equipment, to record evidence of injuries and crime scenes.***

The force is carrying out a review of its current approach to responding to Domestic Abuse to understand the impact on the safeguarding of victims. Additional action is also being taken which includes focus groups to look at appointments and barriers to arrest; utilising recent CPS/Police guidance on troubleshooting and the regional CPS review of VAWG (Violence against women and girls) cases; reviewing scope for ICT solutions around risk management in such cases.

The delivery of Body Worn Video is a high priority for Devon and Cornwall Police and the body worn video roll-out programme has received significant support and investment from the Chief Constable and the Commissioner. An ambitious time line has been set for rollout to frontline teams and several hundred frontline staff will be trained and equipped by late summer. Contracts have been awarded for the equipment and training will commence at the start of June with Patrol, Neighbourhood and investigation Teams.

POLICE & CRIME COMMISSIONER'S RESPONSE

Preventing crime, tackling anti-social behaviour and keeping people safe

The HMICFRS report is wide ranging and covers a significant breadth of work conducted by Devon & Cornwall Police. The Commissioner considers that the report is generally positive with the two important areas of crime prevention and tackling serious and organised crime as being graded as good. The need for additional action, in particular in the area of investigation is of great importance to the Commissioner and she will be closely monitoring the progress made in this area over the coming months.

The Commissioner welcomes HMICFRS's recognition that the Force has made a substantial step in putting prevention at the centre of its approach which represents a notable improvement over the last twelve months. This renewed focus on prevention is the clear direction set out in the Police and Crime Plan. The Commissioner shares HMICFRS's view that once the Neighbourhood policing model is established and embedded, this should see opportunities for developing further the problem-solving approach which the new Neighbourhood model will need to draw upon.

Neighbourhood Policing remains an issue raised regularly with the Commissioner by members of the public, local authorities and other partners and stakeholders as an area of high importance. It is essential to continue developing the relationships between the police and local communities which serve as the bedrock to community safety. This review is important for Devon and Cornwall Police – an area where Neighbourhood

policing has a long history and is fundamental to the style of policing the public expect and greatly value across our urban, rural and coastal communities.

Connectivity is a key priority in the Police and Crime Plan backed by the joint commitment by the Chief Constable and the Commissioner to enhance engagement with communities and deliver consistency and transparency by setting service standards for what the public can expect. We are driving forward a number of new initiatives to enhance that connectivity, including an innovative Councillor Advocate Scheme whereby nominated elected members are provided with additional briefings and information for sharing amongst their respective councils.

The Commissioner considers that the outcomes of the neighbourhood policing review and the delivery of the Police and Crime Plan will provide a strong platform for continued good performance in this area.

Investigating crime and reducing re-offending

The Commissioner is pleased that the HMICFRS report recognises the good response that victims of crime receive to their initial call for assistance. The Commissioner also particularly welcomes the opinion that victims, including victims of fraud, now the most prevalent crime, are well served with the victims' needs actively considered.

The HMICFRS identify a number of areas for improvement in the area of investigation and the Commissioner welcomes the establishment of a new Investigation Standards Board and Action Plan to drive forward the required improvements at pace.

Devon and Cornwall Police has an insufficient number of detectives to respond to the demands placed upon the service. The Chief Constable has briefed the Commissioner on this matter and it is an issue that is receiving attention from the Force at the highest level. This is not a matter isolated to Devon and Cornwall as other Forces in England and Wales face similar challenges. Indeed HMICFRS has suggested the matter is a "national crisis" and as such it will not be a problem that can be resolved quickly.

The Commissioner welcomes the focus the Chief Constable has given this matter by setting out the immediate steps that will be taken to look to address the shortfall in line with the national plan to develop investigative resilience.

The Commissioner is concerned at the view expressed by HMICFRS that the Force had not sufficiently improved its use of the Police National Computer to identify, track and apprehend offenders or wanted suspects of risk to the public. The Commissioner notes that Devon and Cornwall Police is not alone in this area and several other Forces have also been asked to improve their performance in the use of PNC. The Commissioner has sought assurance from the Chief Constable on how this gap will be closed and an associated timeframe. The Commissioner expects the Chief Constable to give this urgent priority given the importance placed on protecting the public coupled with the fact

that this matter was originally raised with Devon and Cornwall Police by HMIC in 2016. The Commissioner will be monitoring this activity closely, alongside progress on the other recommendations made in investigation and will receive regular reports on progress through the PCC/Force governance processes that are in place.

Protecting vulnerable people and supporting victims

The Commissioner is pleased that HMICFRS recognises the Force has developed a good understanding of the nature of vulnerability across Devon and Cornwall, provides a good initial response to calls for assistance and has a good grasp of how people with mental health issues should be supported.

However the Commissioner has asked the Chief Constable to explain why Devon and Cornwall Police does not compare favourably for domestic violence arrests and what action is being taken to address this. Domestic violence and abuse are important areas in the Police and Crime Plan and in the police Mission to detect and prevent harm. The Commissioner will monitor progress on this issue closely over the coming months.

The Commissioner recognises the issues raised by HMICFRS that the workloads of some officers and staff are very high and that this can lead to a sub-optimal outcome for victims and have an impact on the health and wellbeing of the workforce. Devon and Cornwall Police is not alone in seeing increasing demands across all of its areas. The Commissioner is pleased that the Force has taken a number of positive steps to assist the workforce through support groups and it signposts assistance when necessary.

However, it is clear there remain pressures and the summer demand on police services in Devon and Cornwall is such that it places additional strain on officers and staff. The wellbeing of staff is an issue that both the Commissioner and the Chief Constable take very seriously and investment has been made in this area through a number of initiatives such as Activate 2020 and the mental health peer support network.

The additional funding for officers that the Commissioner has made available in the 2018/19 budget will go some way to assist. Whilst welcomed, it is only a small step. As mentioned earlier in the need for more detectives, the Commissioner is well aware there is no easy or quick fix for this situation.

Specialist capabilities

Whilst this area of the report has not been graded, the PCC is pleased that the HMICFRS is satisfied that the Force has the adequate arrangements in place to meet its national policing responsibilities.

Concluding remarks

The Commissioner would like to provide her thanks to the Chief Constable and his officers and staff for their hard work and commitment to protecting the public and keeping people safe in the face of unexpected demand and increasing public scrutiny.

There are a number of areas for improvement highlighted in the report and recommendations in the national overview report applicable to Devon and Cornwall Police. The Chief Constable has set out the action he intends to take in these areas and the Commissioner will be monitoring progress in these areas over the coming months.

Despite the overall judgment of the report, the PCC remains confident that the Force has the strong leadership, clear direction and improvement plans in place to continue to improve the performance of the Force and the service to victims and the public and ultimately to prevent crime and keep the public safe.

16 May 2018