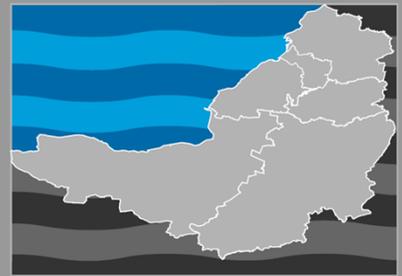


Avon and Somerset Police and Crime Panel



Hosted by Bristol City Council Democratic Services



Date: Thursday 16th June 2016
Time: 11.00 am (pre-meeting 10.15am)
Venue: Weston Town Hall

Membership:-

Bath & North East Somerset	Mark Shelford
Bath & North East Somerset	Lisa Brett
Bristol City Council	Asher Craig
Bristol City Council	Afzal Shah
Bristol City Council	Mark Weston
Mendip District Council	John Parham
North Somerset Council	Nigel Ashton
North Somerset Council	Roz Willis
Sedgemoor District Council	Ann Bown
Somerset County Council	Richard Brown
South Gloucestershire Council	Mike Drew
South Gloucestershire Council	Heather Goddard
South Somerset District Council	Martin Wale
Taunton Deane Borough Council	Jane Warmington
West Somerset District Council	Stuart Dowding

Independent Member

Andrew Sharman, Bryony Ball, Joseph Mullis

Patricia Jones

Lead Officer/Clerk

Tel:(0117) 92 22883

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Agenda published: 8th June 2016

Bristol City Council, Democratic Services

City Hall, College Green,

Bristol BS1 5TR

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Agenda



Public Information Sheet

The attention of the public is drawn to the sheet at the back of the agenda giving information on attending meetings and inspecting reports and background papers.

- 1. Apologies for absence**
- 2. Election of Chair**
- 3. Election of Vice-Chair**
- 4. Membership (Pages 7 - 11)**
- 5. Public Forum**

Statements or questions should be e-mailed to democratic.services@bristol.gov.uk, or sent to Bristol City Council, City Hall College Green, Bristol, BS1 5TR (for the attention of Patricia Jones). Statements must be received no later than 12.00 noon on the working day prior to the meeting. For the purposes of this meeting, your statement should be submitted by noon on 15th June 2016 Questions must be received no later than 5 clear working days before the meeting - 5pm on 8th June 2016.

- 6. Declarations of Interest**
- 7. Ratification of Independent Member appointments (Pages 12 - 13)**
- 8. Future meeting dates**
- 9. Host Authority Arrangements (Pages 14 - 22)**

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- 10. Minutes of the previous meeting (Pages 23 - 31)**
 - 11. Chairman's Business**
 - 12. Commissioner's Update Report (Pages 32 - 35)**
 - 13. Annual Report of the Commissioner (Pages 36 - 56)**
 - 14. Proposed Development of the Police and Crime Plan (Pages 57 - 65)**
 - 15. Strategic Alliance Joint Task Group (Pages 66 - 67)**
 - 16. Work Programme Report (Pages 68 - 69)**
 - 17. Standing Complaints Report (Pages 70 - 74)**
 - 18. Exclusion of the Press and the Public**
 - 19. Complaint Update**
 - 20. Date of next meeting**

The Openness of Local Government Bodies Regulations 2014

Any person attending a meeting must, so far as is practicable, be afforded reasonable facilities for reporting. This includes filming, photographing or making an audio recording of the proceedings.

Members of the public should therefore be aware that they may be filmed by others attending the meeting and that this is not within the Panel's control. Oral commentary is not permitted during the meeting.

Public Information Sheet

Inspection of Papers - Local Government
(Access to Information) Act 1985

You can find papers for all our meetings on our website at www.bristol.gov.uk

You can also inspect papers at either City Hall Reception (College Green, Bristol, BS1 5TR) or at our Record Office, "B" Bond Warehouse, Smeaton Road, Bristol, BS1 6XN; e-mail bro@bristol.gov.uk; telephone 0117 92 24236.

Other formats and languages and assistance
For those with hearing impairment

You can get committee papers in other formats (e.g. large print, audio tape, braille etc) or in community languages by contacting the Democratic Services Officer. Please give as much notice as possible. We cannot guarantee re-formatting or translation of papers before the date of a particular meeting.

Public Forum

Members of the public may make a written statement or present a petition to most meetings, provided that:

- the statement is received by Democratic Services no later than **12.00 noon on the working day before the meeting**; and
- the statement is about a matter the Panel has responsibility for.

Statements should be e-mailed to patricia.l.jones@bristol.gov.uk or democratic.services@bristol.gov.uk or sent to Bristol City Council, Democratic Services Section, City Hall, College Green, Bristol BS1 5TR.

Any statement submitted should be no longer than one side of A4 paper. If the statement is longer than this, then for reasons of cost, only the first sheet will be copied to Members of Council and made available at the Meeting. For copyright reasons, we are unable to reproduce or publish newspaper or magazine articles that may be attached to statements.

By participating in public forum business, we will assume that you have consented to your name and the details of your submission being recorded in the papers circulated to

the committee. This information will also be made available at the meeting to which it relates and placed in the official minute book as a public record.

We will try to remove personal information such as contact details. However, because of time constraints we cannot guarantee this, and you may therefore wish to consider if your statement contains information that you would prefer not to be in the public domain. Public Forum statements will not be posted on the council's website. Other committee papers may be placed on the council's website and information in them may be searchable on the internet.

Process during the meeting:

- Public Forum is normally one of the first items on the agenda. If a statement concerns a specific item on the agenda, it may be taken just before the item concerned.
- There will be no debate on statements.
- The Chair will call each submission in turn. When you are invited to speak, please make sure that your presentation focuses on the key issues that you would like Members to consider. This will have the greatest impact.
- Your time allocation may have to be strictly limited if there are a lot of submissions before the meeting.
- You do not have to speak or even attend the meeting at which your public forum submission is being taken. However, if you do not present it, then it will not be read out. It will nevertheless be noted by Members.

Register of Interests

The Register of Interests for Bristol Panel Members is available on our website at www.bristol.gov.uk

The Register of Interests for other Panel Members will be available on their respective websites.

AVON AND SOMERSET POLICE AND CRIME PANEL

16th June 2016

Title: Membership Report

RECOMMENDATION

The Panel is invited to consider and agree the Membership of the Panel for 2016- 2020.

1. Context

The composition of a Police and Crime Panel should take account of, as far as is practicable, both political and geographical proportionality, as well as necessary skills and experience.

Councillor membership should reflect the geography and population size of the force area and when taken together, should reflect the political balance of the force area. In essence, the local authorities combined must 'agree' to the balance of the Panel.

This forms a 'balanced appointment' objective specifically cited in Paragraph 31 of Part 4, Schedule 6 of the Police Reform and Social Responsibility Act 2011. Reaching the balanced appointment objective is a collective responsibility of the authorities and the Panel. Whilst the Home Secretary has made it clear that the best arrangements are those which are locally determined, she has reserved powers under the Act to intervene if local agreement is not reached.

2. Membership arrangements since 2012

The Panel's membership has operated as follows following consideration by the Leaders Joint Selection Committee in 2012:-

Somerset County Council and Somerset District/Borough Councils (1 member each)	6 seats
Former Avon unitaries – 2 seats each plus an additional member for BCC which was agreed in 2012 based on the city’s population size and comparatively high crime levels	9 seats
Independent members	3 seats
Total	18 Seats

**Guidance* - under the legislation, councils with Elected Mayors are under a duty to nominate the Mayor on to the PCP or delegate the role to someone else (Schedule 6, para 33). Irrespective of the political affiliation of the Mayor, the starting point is that the Mayor or representative is on the Panel.

3. Membership 2015/16

Following local elections in 2015, the desired geographical and political proportionality across the Force area was considered to be 10:3:1 (Cons/LD/Lab). Nominations were sought and the nominations put forward by the component authorities (Appendix A to the report) rendered the political allocation of seats on the Panel as follows :-

- 11 – Conservative
- 2 – Liberal Democrat
- 1 – Labour

(Bristol Elected Mayor representative – Green)

The nomination process is largely down to the authorities involved and there is no single right approach. Ultimately, it is the responsibility of each authority to ensure that the member appointed has the appropriate skills, knowledge and experience for their role on the Panel.

Accordingly, whilst slightly at variance with the desired proportionality, the Panel took the view that 11:2:1 was as still within tolerable limits of the balanced appointments objective.

3. Membership 2016

Following recent elections at Bristol, (no other elections were held), the nominations for the next 4 year term have been sought. This has resulted in the following allocation of seats:-

11 – Conservative
2 – Liberal Democrat
1 – Labour

(Bristol Elected Mayor representative – Labour)

Local authorities should maintain a mechanism at all times to enable the membership to be reviewed following any significant change in the political balance on the councils following relevant elections.

The Panel is invited to consider and agree the Panel membership for the next 4 year term subject to the above.

Patricia Jones (Clerk)
Avon and Somerset Police and Crime Panel
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**Avon and Somerset Police and Crime Panel
Nominations 2016-2020**

Appendix A

Unitary Authorities	Councillor	Appointed or Co-opted	Status	Party
B&NES	Mark Shelford	Appointed	Cabinet Assistant	Conservative
	Lisa Brett	Co-opted	Scrutiny Member	Liberal Democrat
Bristol	Asher Craig	Appointed (for Mayor)	Scrutiny Member	Labour
	Afzal Shah	Co-opted	Scrutiny Member	Labour
	Mark Weston	Co-opted	Scrutiny Member	Conservative
North Somerset	Nigel Ashton	Appointed	Leader	Conservative
	Roz Willis	Co-opted	Scrutiny Member	Conservative
South Gloucestershire	Heather Goddard	Appointed	Scrutiny Member	Conservative
	Mike Drew	Co-opted	Scrutiny Member	Liberal Democrat

Somerset and Districts/Borough	Councillor	Appointed/Co-opted	Status	Party
Mendip DC	John Parham	Appointed	Cabinet Member	Conservative
Sedgemoor DC	Ann Bown	Appointed	Scrutiny Member	Conservative
Somerset County	Richard Brown	Appointed	Scrutiny Member	Conservative
South Somerset DC	Martin Wale	Appointed	Scrutiny Member	Conservative
Taunton Dean BC	Jane Warmington	Appointed	Cabinet Member	Conservative
West Somerset DC	Stuart Dowding	Appointed	Scrutiny Member	Conservative

Independent Members	
Andrew Sharman	Scheme Co-ordinator, Somerset Businesses Against Crime
Bryony Ball	Key Worker, Unseen (Charity)
Joseph Mullis	Community Safety Manager Yarlington Housing Group

AVON AND SOMERSET POLICE AND CRIME PANEL

16th June 2016

Title: Ratification of Independent Member Appointments

RECOMMENDATION

The Panel is recommended to endorse the decision of the interview panel and confirm the following Independent Member appointments for a 4 year term commencing 16th June 2016:-

Andrew Sharman

Bryony Ball

Joseph Mullis

Summary

1. In January 2016, arrangements were made to advertise, short list and interview applicants for the three Independent Member positions on the Panel:-
 - An initial sift of the applications received was undertaken by the Host Authority HR Officer to identify applications which (i) met the selection criteria, (ii) partially met the criteria and (iii) did not demonstrate sufficiently how they met the criteria. Applications were filed accordingly.
 - The files were shared with the Panel Members who volunteered to take part in the recruitment process and a meeting took place on the 8th February 2016 to examine the sift, and consider applications suitable for shortlisting.
 - Feedback was actioned and interviews took place on 25th February 2016. The interview panel comprised Councillors Ashton, Brown, Wale and Warmington, Patricia Jones (Clerk) and HR Advisor Lorraine Howells.
 - The process identified 3 candidates suitable for appointment to the position. These candidates met the relevant criteria and were considered to be the most suitable in terms of their background, experience, knowledge and skills, thereby contributing to achieving the “balanced appointment objective” as described in the legislation.

- References have been sought and approved by the interview panel.

Recommended Candidates

2. The details of the candidates recommended for appointment are as follows:-

Andrew Sharman	Scheme Co-ordinator, Somerset Businesses Against Crime
Bryony Ball	Key Worker, Unseen (Charity)
Joseph Mullis	Community Safety Manager Yarlington Housing Group

Recommendation

3. The Panel is recommended to endorse the recommendations of the Independent Member recruitment panel and formally appoint the above mentioned candidates to the role for a 4 year term commencing 16th June 2016.

Patricia Jones
Clerk/Complaints Officer

AVON AND SOMERSET POLICE AND CRIME PANEL

16th June 2016

Title: Host Authority Arrangements 2016/2020

RECOMMENDATION

The Panel is invited to:-

- 1) Note the current position in relation to the transfer of the Host Authority arrangements.
- 2) Endorse the proposed amendments to the Panel Arrangements document at paragraph 2.6 and 2.7 (related paragraph also highlighted at 7.1).
- 3) Agree the amendments to paragraph 7.2(ii) and (iii) relating to expenses.

1. Summary

The initial set up arrangements for the Avon and Somerset Police and Crime Panel were overseen by a Joint Selection Committee of all Avon and Somerset Council Leaders (LJSC). Following various discussions between the component authorities leading up to the Panel's establishment, the LJSC confirmed Bristol City Council as the Host Authority on 23rd April 2012. This arrangement included the provision of administrative and other specialist support to the Panel, and the related Home Office funding has been drawn down and administered by Bristol City Council during this period.

There was general agreement between the authorities that the direct costs of the Panel would be contained within the Home Office funding allocation (initially £53,000). However, if at any time Panel costs exceeded the funding available, it was also agreed that the shortfall would be met by the 10 councils through a mechanism to be agreed. This was subsequently incorporated in the Panel Arrangements document and agreed by the Panel on 31st October 2012. A copy is attached as Appendix A to the report.

Enquires suggest that the mechanism referred to above was not put in place, the most likely reason being that the Panel has operated within budget since its establishment. It would be prudent for this mechanism to now be put in place and this will require the Leaders of the respective councils to agree the content of a suitable agreement/indemnity. However, the initial thoughts of the Panel are sought in advance of this.

2. Host Authority - arrangements for the future

The Host Authority and support arrangements for the future were informally discussed by the Panel at its last meeting on 14th March 2016.

On the 7th April 2016, the City Director at Bristol City Council contacted the constituent authorities, formally seeking a volunteer to act as lead authority for the next 4 year term and referencing the agreement emerging from the LJSC agreement to fund any shortfall in Panel costs.

As a result of further discussions, the Monitoring Officers at Bristol City and North Somerset Councils are in the process of finalising the transfer of the Host Authority and officer support arrangements to North Somerset. This will require:-

- An amendment to the existing Panel Arrangements document approved in 2012 to reflect the transfer of the role to North Somerset – paragraph 2.6.
- Endorsement of the proposed amendment at paragraph 2.7 – to be actioned and concluded outside of the meeting with the component authorities to secure agreement on the issue of any shortfall in costs.
- The Home Office to be notified when the transfer concludes to enable the available funding of £70,000 to be claimed.

3. Date of Transfer

It is anticipated that a date for the transfer and confirmation of officer support arrangements will be notified to the Panel on the 16th June 2016.

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AVON & SOMERSET POLICE AND CRIME PANEL

ARRANGEMENTS

FUNCTIONS

1.1 The Panel can only exercise functions conferred by the Police Reform and Social Responsibility Act 2011 Act ('the Act').

1.2 The functions of the Panel set out in 1.2.1 to 1.2.5 below may not be discharged by a Committee or Sub-Committee of the Panel.

1.2.1 The Panel must review and make a report or recommendation to the PCC on the PCC's draft police and crime plan, or any draft variation. The PCC must have regard to any Panel report or recommendations.

1.2.2 The Panel must comment upon the annual report of the PCC and for that purpose must put questions to the PCC at a public meeting, and make a report or recommendation (as necessary) to the Commissioner on the annual report.

1.2.3 The Panel must review and make a report and recommendation (as necessary) on the PCC's proposed precept. The Panel will have a right of veto in respect of the precept in accordance with the Act and any related regulations.

1.2.4 To review and make a report on the proposed appointment of the Chief Constable by the PCC. The Panel will have a right of veto over this appointment in accordance with the Act and any related regulations.

1.2.5 To hold a confirmation hearing, and review, make a report, and recommendation (as necessary) in respect of proposed senior appointments made by the PCC.

1.2.6 The Panel must be notified by the PCC of any suspension of the Chief Constable, or on any proposal for a Chief Constable to retire or resign. In the case of the latter the Panel must make a recommendation to the PCC in respect of the proposed retirement or resignation.

1.2.7 To review or scrutinise decisions made, or other action taken, by the PCC in connection with the discharge of his / her functions. The Panel may carry out investigations into the decisions of the PCC, and into matters of particular interest or public concern.

1.2.8 To make reports or recommendation to the PCC with respect to the discharge of his/her functions.

1.2.9 To support the effective exercise of the functions of the PCC.

1.2.10 The Panel must publish any reports or recommendations made to it by the PCC and send copies to the Authorities.

1.2.11 The Panel may require the PCC or a member of his/her staff to attend the Panel to answer questions in certain circumstances.

1.2.12 The Panel may require the PCC to respond in writing to a report or recommendation of the Panel to the PCC.

1.2.13 The Panel may consider non-criminal complaints in relation to the PCC and his/her key officer holders and can suspend the PCC if he/she is charged with an offence carrying out a maximum term of imprisonment exceeding two years.

1.2.14 The Panel has the power to appoint an Acting Police and Crime Commissioner, if necessary.

1.2.15 The Panel will have any other powers and duties set out in the Act or Regulations made under the Act.

NOTE: The detail behind how the Panel will carry out the key functions listed above is contained in the PCP Procedural Rules

2 OPERATING ARRANGEMENTS

2.1 The Act requires the local authorities in each police force area to establish and maintain a Police and Crime Panel ('the Panel') for the police force area (Avon and Somerset). It is the responsibility of the Authorities for the police force area to agree the Panel arrangements.

2.2 The Panel is a scrutiny body with responsibility for supporting and scrutinising the PCC and promoting openness in the transaction of police business in the police force area.

2.3 The Panel is a joint committee of the Authorities.

2.4 Each Authority and each Member of the Panel must comply with the Panel arrangements.

2.5 The Panel must have regard, in addition to any statutory requirements, to any advice and protocols issued by the Home Secretary in respect of the work of the PCC, the Chief Constable and the Panel.

2.6 **North Somerset Council** shall act as the Lead Authority on behalf of the 10 councils in establishing the Police and Crime Panel and provide / organise the necessary support arrangements to enable the Panel to fulfil its statutory responsibilities.

2.7 The lead Authority shall prepare a statement for the agreement / information of all of the councils setting out details of how the Government funding in support of the lead authority role will be allocated and how the Panel will be supported. A proposed budget for the operation of the Panel shall be drawn up by the Lead Authority in January of the preceding year for approval by the Authorities. It is intended that all direct costs of the Panel will be contained within the Government's funding allocation. However, in the event that the government funding ceases at any time or in the event that the Panel's direct support costs exceed the available funding, any shortfall will be met by the 10 councils through a mechanism to be agreed. an indemnity agreement secured from the 10 component authorities following consultation with the Leaders.

3 MEMBERSHIP

General:

3.1 The Panel shall be made up of a minimum of 10 councillors as 'Appointed Members' and two Co-opted Non-elected Members. The Appointed Members shall comprise 4 unitary authority councillors, 5 district authority councillors, and 1 county councillor (one elected member from each Authority as appointed by the relevant Authority in accordance with a process agreed by the 10 Authorities). The Authorities and the Panel shall, so far as is reasonably practical, ensure at all times that the Panel membership meets the 'balanced appointment objective' requirements of the legislation and that the members appointed together have the skills, knowledge and experience necessary for the Panel to discharge its functions effectively.

3.2 All unitary, district and county councillors within the Avon and Somerset area are eligible to be Appointed Members and (if appropriate) Co-opted Elected Members of the Panel. The 10 councils are responsible for the appointment of the local authority members to the Panel including any Co-opted Elected Members.

3.3 The Panel may co-opt members onto the Panel with the agreement of the Secretary of State provided that the number of Co-opted Members (including Elected and Non-elected Members) included in the membership does not exceed 10.

3.4 The Panel shall not co-opt a person who is a member of a local authority unless all of the members of the Panel agree to the co-option.

3.5 Where the Panel agrees by resolution to request the Secretary of State to increase the number of independent or councillor co-optees that the Panel can co-opt, it will provide reasons as to how the appointment(s) will contribute to the balanced appointment objective being met or being better met.

3.6 In the event that an Authority does not appoint a Member or Members in accordance with these requirements, the Secretary of State must appoint a Member to the Panel from the defaulting Authority in accordance with the Act.

3.7 No substitution of Panel members is allowed.

3.8 The term of office of all Panel members shall be the same as that of the PCC – normally a four year term of office unless in the case of elected members s/he ceases to be an elected Member, or is removed from the Panel by their Authority. Members of the Panel are entitled to be re-appointed for a maximum of two consecutive 4 year terms of office provided that the balanced appointment objective is met by that re-appointment.

3.9 In the event that an Appointed Member resigns from the Panel, or is removed from the Panel by the relevant Authority, the Authority shall immediately take steps to nominate and appoint an alternative member to the Panel.

3.10 In the event that a Co-opted Member resigns from the Panel or is removed from the Panel by the relevant Authority (in the case of elected Members), then the Panel shall immediately take steps to fill this vacancy including seeking a nomination from the relevant Authority where appropriate.

3.11 The councils will maintain a mechanism at all times to enable the Appointed Membership to be reviewed (and any Co-opted Elected Membership) following any change in the co-opted elected membership agreed by the Panel and following any significant change in the political balance on the councils following relevant elections.

3.10 All members of the Panel may vote in its proceedings.

4. APPOINTED MEMBERS

4.1 The Authorities shall nominate elected members to be Members of the Panel in accordance with the legislation, any process agreed by the 10 councils to agree appointments, and any decisions taken by the Panel in respect of additional Co-opted Member appointments. If a nominated member agrees to the appointment, the Authority may appoint the Member as a member of the Panel.

4.2 In the event that an Authority does not appoint a Member (s) in accordance with 4.1 above, the Secretary of State must appoint a Member to the Panel from the defaulting Authority in accordance with the Act.

5 CO-OPTED MEMBERS

5.1 The following may not be a Co-opted Member of the Panel:

- A member of staff of the PCC for the area
- A member of the civilian staff of the Police Force for the area
- A Member of Parliament / National Assembly for Wales/Scottish Parliament/European Parliament

5.2 An elected Member of the Authorities may not be co-opted to the Panel unless two Co-opted Non-elected Members have been appointed to the Panel.

5.3 The selection process for co-opting non-elected Members will include public advertisement and a recruitment and selection process. The applications will be considered against an agreed eligibility criteria and then the Chairman and Vice-Chairman of the Panel and representative council Leaders will consider applications and interview candidates. Following the interviews, the interviewing panel will make recommendations to the Panel about the appointments. Final decisions on the appointment of Co-opted Non-Elected Members rest with the Panel. Such appointments will be made on merit and with due regard to the requirements set out in 3 above and the legislation.

5.4 In the event that a Co-opted Non-elected Member resigns from the Panel, the Panel shall take immediate steps to fill the vacancy in accordance with the requirements of these Panel Arrangements.

5.5 The Panel may decide to terminate the appointment of a Co-opted non-elected Member of the Panel if at least two-thirds of the persons who are Members of the Panel vote in favour of the decision for the reasons set out below:

- If the Member has been absent from the Panel for more than 3 formal meetings without the consent of the Panel
- If the Member has been convicted of a criminal offence but not automatically disqualified
- If the Member is deemed to be incapacitated by physical or mental illness or is otherwise unable to unfit to discharge his or her functions as a co-opted member
- If the Members' membership of the Panel no longer achieves the balanced appointment objective.
- If, following an investigation by the Monitoring Officer of the host authority, a Member has been found to have acted contrary to any of the provisions of the members code of conduct of that authority.

5.6 The Panel shall ensure that there are always at least two Co-opted Non-elected Members appointed to the Panel.

6. RULES OF PROCEDURE

6.1 The Panel shall determine its Rules of Procedure which shall include arrangements in relation to the:-

- Appointment and removal of the Chairman
- The formation of sub-committees
- The making of decisions
- Arrangements for convening meetings

- The circulation of information.

7. ALLOWANCES FOR MEMBERS OF THE PANEL

7.1 The Home Office will pay via the host authority, expenses to each Appointed and Co-opted Member of the Panel up to the level per member as agreed at that time by the Secretary of State and these arrangements assume that the sum made available at any one time by the Home Office shall be sufficient to meet the basic costs of Panel members attending meetings etc. Costs to be covered to be travel, and carers allowance. In the event that this Home Office funding ceases or if the funding does not cover the costs of the Panel members, any shortfall will be met by the 10 councils through a mechanism to be agreed.

7.2 The Panel have agreed that ;

- (i) No special responsibility allowance shall be paid to any PCP member
- (ii) Appointed and Co-opted Members of the Panel shall receive an annual allowance of £920.
- (iii) Independent Co-opted members shall receive an annual allowance of £250, £920.
- (iv) Travel and carers allowances will be paid to all Panel members at the rates applicable to the councillors and co-optees of the host authority.

8. COMPLAINTS AGAINST PANEL MEMBERS

8.1 Formal complaints against councillors whilst carrying out their role of Panel member, will be referred to the monitoring officer of the Council of which they are a member. Complaints about independent co-opted Panel members will be referred to the monitoring officer of the host authority

9 PROMOTION OF THE PANEL

9.1 The Panel shall be promoted through:

- a) a dedicated web-page within the website of the Lead Authority (with appropriate links to other relevant websites) including information about the role and work of the Panel, Panel Membership, all non-confidential Panel and sub-committee meeting papers, press releases and other publications;
- b) the issuing of regular press releases about the Panel and its work; and,

c) the Authorities each including information about the Panel on their websites, and linking to the Panel's web-page.

9.2 Support and guidance including training and specialist expertise as necessary shall be provided to the Panel members in support of the functions listed in 1. This shall be organised by the Lead Authority, and will include briefing / training sessions and written briefing notes.

9.3 Similarly, information about the functions and work of the Panel shall be provided to members and officers of the constituent Authorities through briefings and written briefing notes.

9.4 The Lead Authority shall prepare in consultation with the constituent Authorities, protocols detailing the relationships between the Panel, local community safety partnerships and partners and the local authority scrutiny committees.

10 VALIDITY OF PROCEEDINGS

10.1 The validity of the proceedings of the Panel shall not be affected by a vacancy in the Membership of the Panel or a defect in appointment.

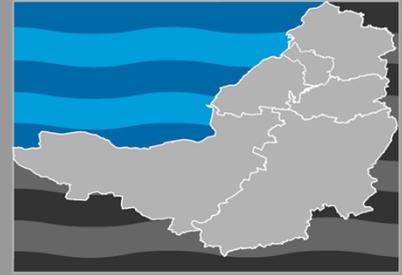
10.2 The conduct of the Panel and the content of these arrangements shall be subject to the legislative provisions in the Police Reform and Social Responsibility Act 2011, and any Regulations made in accordance with that Act, and in the event of any conflict between the Act or Regulations, and these arrangements, the requirements of the legislation will prevail.

June 2016

Avon and Somerset Police and Crime Panel



Hosted by Bristol City Council Democratic Services



Agenda Item No: 10

Minutes of the Police and Crime Panel Monday 14th March 2016 at 11.00am

North Somerset Council Offices, Castlewood

Councillor Members Present:-

Nigel Ashton (Chairman), Ann Bown, Richard Brown, Stuart Dowding, Mike Drew, Heather Goddard, Francine Haerberling, John Parham, Martin Wale, Jane Warmington, Roz Willis.

Independent Members Present:-

Roger Kinsman and Andrew Sharman

Officers in attendance:-

Patricia Jones – Clerk/Complaints Officer
Joanna Coulon - Criminal Justice and Commissioning Support Officer (OPCC)

36. Apologies for Absence

Apologies were received from Councillor Joffe, Councillor Brett, Councillor Lovell and Councillor Weston.

37. Public Forum

The Panel heard from David Redgewell.

38. Declarations of Interest

The Commissioner indicated that she was a candidate in the coming election.

39. Minutes of the meeting held on 8th February 2016 – for confirmation as a correct record

Resolved – that the Minutes of the meeting held on the 8th February be confirmed as a correct record and signed by the Chairman subject to the following amendments:-



Page 10 first bullet: first sentence amended to read - “the Commissioner was urged not to overlook quick wins on the ground and the valuable support that could be provided locally by any one of a number of partners that could assist with intelligence and supporting the victim – such as The One Team (a way of working smartly and sharing business).

40. Introductory Briefing from the Chief Constable

The Panel heard from Chief Constable Andy Marsh who had recently taken up post.

Specific reference was made to the following in his report:-

- The Chief Constable reported that his aim was for staff and the public to feel proud, confident and connected to the Constabulary and the work it undertook. He aimed to be visible with regular visits around the force area and communities, a weekly blog and web chat.
- Policing had undergone significant change in the last 5 years and it was recognised that inspired leadership was required to make a step change in the confidence levels of both officers and the public, and steer the Constabulary through further change. A specific officer was now leading work around leadership, ethics and culture. After the results of a staff survey had been collated, road shows were planned to publicise the work planned to take the Constabulary forward.
- Chief officers had been appointed to champion roles around fairness and equalities, led by Deputy Chief Constable Gareth Morgan. The catalyst for this was to address issues emerging from IPCC complaints and misconduct hearings.
- Savings in the region of £12-£14 million would be identified. This would be found through working with other organisations to reduce demand, including collaboration with the emergency services. Plans included reinvesting £8 million in child protection, on-line fraud and front line policing. A meeting on the 18th March with Wiltshire Constabulary would seek to identify savings through enabling and support services as part of the Strategic Alliance. This specifically would be reinvested in the front line.
- Technology required investment as part of a move towards a digital force. The use of body worn video (BWV) was a key focus for investment across many forces, increasing citizen and officer accountability and improving evidence gathering. Officers also needed access to mobile data in the field and desk tops would become obsolete as a result. Enhanced technology would also reduce the costs associated with the detention process (currently £350 to process a person following arrest)
- An analytical tool developed to identify victims of child sexual exploitation (CSE) was working well. The implementation of a new records management system had worked but was not delivering the anticipated results.
- Call handling rates and abandonment of 101 calls continued to be a cause for concern. The Constabulary planned to increase triaging calls in an effort to work more efficiently and invest in additional capability to reduce abandoned calls.

- Assistant Chief Constable Kay Wozniak would lead on creating an improvement plan to improve the management and detection of Burglary offences. The Constabulary needed to strike a balance on its approach to new and traditional crimes.
- The unique model of service delivery provided by the Lighthouse service for victims reflected the strength of the Constabulary in this area. Victims of serious sexual assault were well supported.
- The areas where the Constabulary was not performing well would be assessed. From the evidence drawn together by HMIC to assess the effectiveness, efficiency and legitimacy of the force (PEEL report), the force had been assessed as good at identifying vulnerability but required improvement in its assessment of risk for domestic abuse victims. An overall assessment of “requires improvement” was concluded but the force was rated “good” in the areas of efficiency and legitimacy. The aim was to move to an excellent/outstanding force.

Below is a summary of the issues and questions raised by members of the Panel:-

- Reference was made to the various surveys carried out as part of the consultation to inform the Police and Crime Plan priorities. Whilst acknowledging the cost implications of undertaking a wider sample, it was suggested that an unrepresentative sample would lead to skewed results and potentially lead to misplaced priorities. It was suggested that a statistically viable survey was around 7%.
- The reinvestment in the front line was welcomed.
- It was noted that Police attendance and reporting at Parish Council meetings was not consistent across the districts. The Commissioner stated that the Constabulary recognised its responsibility to participate at a local level and undertook to look at this. The Chief Constable also undertook to review the Constabulary’s expectation of local policing teams with Assistant Chief Constable Sarah Crew. It was further noted that training for PCSOs and Neighbourhood Officers had been prioritised over the next 12 months.
- The Chief Constable was asked how he intended to balance the demands of local policing against the need to prioritise specialist roles and solve non-traditional crimes – the crimes that take resources away from the front line. The Chief Constable stated that this would be done by making savings from support/enabling services and collaboration. All invisible aspects of policing could be undertaken collaboratively by creating resilience and making savings in the process. This would not only protect the front line but facilitate reinvestment in priority areas. It was felt that the commitment to local policing was evidenced by the fact that officers attended 80% of reported incidents.
- Panel members emphasised the importance of managing the public’ expectation of the 101 call system – it was important to convey to the public that 101 was not always the answer. The Chief Constable drew attention to an alternative method of call handling using a Resolution Centre approach which reduced the amount of Grade 2 calls by 40,000 annually. Different ways of meeting demand would be explored, including the possibility of an on-line service where appropriate.

- The Chief Constable stated he was unaware of any serious issues with the airwave radio network that would lead to officers experiencing problems with their communication devices. On-line reporting of crime was highlighted as a simple alternative to the 101 service. Facewatch was understood to provide a secure online service that enabled the Police to assess evidence and crime reported by the business community. Digital evidence was also useful in securing a successful prosecution.
- Attention was drawn to the findings of the recent PEEL report following HMIC's assessment of how the Constabulary used its available resources. The Chief Constable was invited to comment on how he proposed to improve outcomes in the areas which were assessed as requiring improvement (protecting vulnerable people/handling investigations/absence of key people at strategic meetings) and specifically how he intended to support staff in delivering these outcomes.

The Chief Constable stated that the force had responded to the recommendation relating to the classification of reports of missing children or children "absent" from local authority care. As of October 2015, a new method of categorisation would now provide a better assessment of risk.

Acknowledging the progress made by some Multi Agency Safeguarding Hubs (MASHs) in preventing victims from slipping through the safeguarding net, the Chief Constable stated that these hubs were not yet fully operating. It was suggested that unmanageable workloads were contributory to the absence of key officers at strategic meetings and that the respective authorities had a part to play in redesigning the process and how the multi-agency approach should work.

The Chief Constable acknowledged the increasing demands placed on officers. Some offences were doubling year on year and new crimes were emerging - compounded by the introduction of the new operating model and a reduction in numbers. The intention was to respond to the results of the recently launched staff survey and strive for improvement by providing the necessary leadership, intuitive systems and technology. Training and support would be provided to managers to enable them to address poor behaviour and performance issues.

Increasing the number of volunteers and close working with SW Ambulance and other blue light services would also improve service delivery and reduce demand on officers.

- Reference was made to the Panel's previous discussions around cyber crime and its impact on victims, who were often elderly and not aware of how to make themselves less vulnerable. It was noted that Action Fraud remained the nation fraud and cyber crime reporting centre.
- It was confirmed that delays at Hinckley Point were not affecting the policing approach and that EDF made a significant contribution to the Civil Nuclear Constabulary (responsible for providing law enforcement and security at the site and beyond).
- The Panel noted the details provided about the Neighbourhood Alert system which enabled the Police, Neighbourhood Watch and other organisations to communicate with

each other with a view to reducing crime and keeping communities safer. It was noted that it was possible to register for email alerts to stay informed about issues affecting specific areas.

- The Chief Constable agreed to provide clarification around the system in place for performance related pay. This followed the Commissioner's report to February's meeting when the Panel was advised that the Constabulary was following regulations by implementing incremental increases to salaries linked to satisfactory performance (which the Panel was advised that very few officers failed to qualify for).
- The Panel was advised that in the wake of the Paris attacks, the Home Office had announced additional funding for counter terrorism purposes. South West Police forces and the National Police Chief's Council were in discussions as to how this money should be distributed. This could result in a hub of armed officers in Bristol which would require some additional Constabulary funding. The Chief Constable stated that armed response vehicles on the ground were his preferred capability for the force. He would not invest in a discreet armed unit of officers.

The allocation of resources would be balanced against the threat level and the tri-force arrangements for the delivery of firearms training may require modification in future.

In conclusion, the Panel paid recognition to the radical changes policing had undergone in recent years and extended its thanks and appreciation of the valuable work that continued to be carried out by Police officers in the Constabulary every day. The Chief Constable agreed to convey this in his blog.

Resolved:-

- (1) the Commissioner and Chief Constable to report back on the inconsistencies around Police attendance at Parish Council meetings including the Constabulary's expectation of its Local Neighbourhood Policing Teams.**
- (2) The Chief Constable to provide clarification relating to the Constabulary's performance related pay system.**

41. Anti-Social Scrutiny Session and Presentation

The Panel welcomed:-
Superintendent Peter Warren – Force ASB Lead
Anna Hill – OPCC ASB Champion
Inspector Julie Knight – Local Policing Directorate

The Panel considered a report setting out performance headlines and examples of initiatives under this priority to enable Panel Members to scrutinise delivery and impact against the Police and Crime Plan.

The Panel received a detailed presentation from the officers present covering the following areas (the presentation material was circulated at the meeting and a copy placed in the Minute Book.)

- Legislation: New ASB tools and powers
- The “One Team” approach
- Case Management
- Lighthouse
- Problem Solving
- OPCC Initiatives

Reference was made to the following in the ensuing discussion:-

- It was recognised that partner agencies coming together in a “One Team” approach was crucial to addressing the underlying causes of ASB. Preventative measures included bespoke support packages for individual cases. It was agreed that the church could also play a part with street pastors/church volunteers active in a number of areas.
- There was general agreement that the co-location of Police and Local Authority services was working well. However neighbourhood disputes were understood to be prevalent in some areas, requiring both Police and LA intervention subject to the issue being raised. It was suggested that the current system of keeping a log of incidents did not always lead to a satisfactory outcome. The Panel was informed that logs were only one way of keeping a record and CCTV played a key part. Mark Nicholson, Neighbourhood Team Inspector would be asked to contact Councillor Parham and provide more details.
- It was suggested that the partnership approach could be enhanced by joint partners training. The Panel was advised that practically, this could not be achieved. Partners needed to be alert to the powers available to them and train accordingly. The Panel noted that work carried out on the ground made the biggest impact, hence the success of the One Team.
- Police powers around fly tipping were clarified. The Panel was informed that action taken in response to tipping must be proportionate and supported by sufficient evidence. It was emphasised that only the courts could impose a vehicle confiscation order and this happened infrequently because it was not considered a proportionate response. The point was made that unless the Police seized the vehicle, this was not an option available to the court.

The Commissioner stated that Magistrates were increasingly mindful of the impact on the community and this was reflected in the fines imposed and recent tagging of offenders.

The Panel was invited to consider a case study involving a family supported by the Lighthouse, Sari, BCC and the local Beat Team. It was noted with the support of these organisations, CCTV and improved security at the home address, the family’s situation had much improved pending a move to an alternative property.

The work of the Bear Pit Improvement Group was also highlighted. Previously considered an unsafe area in Bristol, partner agencies had come together to solve the problem, transforming it into a welcoming and safe space.

There was further discussion in relation to:-

- Shop theft in Yeovil which had reduced by 30%. The city centre location of the One Team enabled partners to deal with problems relevant to the area and work successfully with shops, security and the local authority.
- The ASB District Network in Taunton Deane which was reported to work well.
- The on-going need for collaboration and match resourcing to reduce the demand on the Police.
- CCTV – both the evidential impact and its use as a deterrent were acknowledged. However installation/operation required investment resulting in the involvement of volunteers in some areas.
- The Commissioner clarified plans for PCSOs to become more involved in Think Family. It was reported that their skills and knowledge of what is on offer in the local area made them part of a holistic approach that could sign-post people to the relevant agencies.
- It was suggested that a significant reduction in ASB reporting in the Mendip area could be improved if feedback was provided to the people who did report. It was recognised that lack of feedback was the most common cause of dissatisfaction.

In conclusion, the Commissioner was asked if the Constabulary was on course to achieving the desired rating of outstanding. She confirmed that the new Chief Constable was committed to this and that partnership working was key to providing the best possible service.

42. Commissioner's Update

The Commissioner drew attention to the following areas in her report:-

- Victim Services – in a rapid turnaround by the MOJ, funding arrangements from April 2016 had changed. Providers would be announced later this week.
- Community Safety and Youth Offending Teams Funding – Local funding would rest with the partnerships but the Commissioner would retain oversight. The OPCC had written to highlight issues identified in monitoring current allocations, and emerging issues identified through needs assessment work.
- Mental Health – from 1st June 2016, individuals detained under Section 136 will no longer be taken into police custody except in exceptional circumstances. Mental health nurses on the street would provide on the spot advice to Police officers dealing with people with mental health problems as part of a pilot in Bristol to reduce the number of people being detained.

The possibility of nurses working in the call centre was also being considered as part of control room triage pilot with partners. The Commissioner emphasised that funding from LAs was essential and Panel Members were invited to assist with this where possible.

- Housing Event – the Commissioner jointly hosted an event on 29th February to explore joint working with Housing Associations across the Force area.
- Blue Light Collaboration Update –there had been progress on the move to Portishead following another meeting with the Fire Authority this week.
- HMIC Inspection Update – the Commissioner stated that she was disappointed that the force had been assessed as requiring improvement in keeping people safe and reducing crime. The Constabulary had been challenged on this this and domestic violence assessments were now mandatory not discretionary. As previously referred to by the Chief Constable, reports of children previously classified as “absent” had changed to “missing” from October 2015.

Below is a summary of the discussion that followed:-

- The Commissioner confirmed that she was in close contact with both Devon and Cornwall and Dorset Fire and Rescue to share best practice and inform the current changes.
- The Commissioner agreed to provide further details relating to the predicted swell in Police officer retirements.
- Plans to reinvest in the front line would take priority over the Command and Control Centre.

43. Standing complaints Report

The Panel considered and a report of the Chief Executive (OPCC) providing an oversight of all complaints made against the Commissioner.

It was noted there had been no complaints since the last meeting.

44. Work Programme

The Panel’s AGM would take place at Weston Town Hall on the 16th June at 11.00am.

45. Independent Members

It was confirmed that Roger Kinsman and Rosa Hui would not be undertaking a further term as Independent Members.

Both were thanked for their excellent contributions and support to the Panel. The Chairman confirmed that he had written to both expressing his personal thanks.

46. Host Authority Arrangements

The Chairman confirmed that he would contact the respective authorities in accordance with the decision taken at the Panel’s pre-meeting.

47. Date of next Meeting

16th June at 11.00am (Weston Town Hall).

(The meeting ended at 1.40pm)

CHAIR

COMMISSIONER'S UPDATE REPORT

16 JUNE 2016

The following briefing provides an update for Panel Members on key activities since the last Panel meeting on 14 March 2016.

Transition to New PCC Term

The OPCC Election Board maintained oversight of arrangements to plan for the PCC election and ensure a smooth transition to the new term of office. This included liaison with the Police Area Returning Officer, engagement with candidates, publication of briefing information and planning sessions for the OPCC team. The start of the new term was marked with the Declaration of Oath ceremony, held at the Trinity Arts Centre, Bristol.

Initial Focus and Current Developments

The Commissioner has held a series of internal meetings and discussions with the OPCC and with the Constabulary to develop plans for this term. Key areas of work include: collaboration; representative workforce; child sexual exploitation; partnership working and governance. A paper setting out the plan for developing the Police and Crime Plan and initial priorities is set out on the agenda to this meeting.

Partnership Working

Mental Health

Alongside CCG colleagues from Bristol, South Gloucestershire, Bath and North East Somerset and North Somerset, the Commissioner has invested in a control room triage pilot which will see mental health professionals situated in the police control room with access to relevant health systems, offering advice and support to police officers and partner agencies such as Avon Fire and Rescue Service and Ambulance. Funding has been secured for an initial period of two years. Recruitment of staff is currently taking place and it is anticipated that they will take up post from August 2016.

On the 20th May the Commissioner hosted a meeting of the Avon and Somerset wide Mental Health Crisis Care Concordat group. The major item for discussion at this meeting was the changes which are due to be implemented from 1st June 2016 when police custody will only be used for those detained under s136 of the Mental Health Act in exceptional circumstances. Partners were asked to identify local pathways which should be used when specialist s136 provision is full. Following the meeting, the Commissioner and ACC Nikki Watson wrote to partners highlighting again the need for pathways to be identified prior to 1st June to ensure operational staff are able to offer the necessary support to those individuals who need it.

Child Sexual Exploitation

The West of England child sexual exploitation victim identification and support service which is jointly funded via the Home Office innovation fund, the Commissioner and local

authorities is due to come to an end in March 2017. Work is currently underway with Avon and Somerset partners to look at sustainable approaches for continuing to support these victims beyond this date. A multi-agency workshop has been arranged for 27th June, with all Directors of Children’s Services invited, to take this work forward.

Community Safety & Commissioning Group

The Community Safety and Commissioning Group meeting (managers only) took place in April. Key items discussed included the partnership landscape – in relation to mapping out the landscape with an aim to reduce the number of meetings; reducing reoffending; domestic abuse – both prevention and current provision of support services and; planning for the PCC election. The next meeting of the group is due to take place in July and will include both managers, Community Safety Partnership Chairs and the PCC.

Community Safety and Youth Offending Grant Funding - 2016/17

The Commissioner has allocated funding to support local partnership working in community safety and youth justice. Funding levels for 2016/17 are set out below:

Area	Community Safety Grant	YOT Grant
BANES	£53,647	£18,119
Bristol	£222,252	£93,848
North Somerset	£68,975	£27,178
Somerset	£169,784	£65,043
South Gloucestershire	£74,870	£28,108
Total	£589,528	£232,296

As in 2015/16, decisions on allocation of local funding rests with local partnerships. A breakdown of projects in receipt of funding will be published at the following link:
<http://www.avonandsomerset-pcc.gov.uk/Partnerships/Grants-awarded-by-the-PCC.aspx>

Independent Custody Visiting Scheme

The Annual Independent Custody Visiting conference took place on 14th May and was attended by both the PCC and the Chief Constable. The theme for the day was Mental Health and Healthcare more generally and saw presentations from the Liaison and Diversion (CARS) team, the leading Matron from the Mason Ward at Southmead Hospital and from the healthcare provider in custody. The Independent Custody Visitors were joined by visitors from Wiltshire and a small number of Avon and Somerset Appropriate Adults.

Commissioner’s Community Action Fund

The OPCC is working with the Police Community Trust (PCT) to prepare for the re-opening of the Commissioner’s Community Action Fund (CCAF). It is planned that the fund will open for applications on the 1 June, with the first deadline for applications on the 1 September for an end of October decision. The CCAF runs alongside existing PCT funds which runs on the following annual cycle:

Application Deadline	Decision Date
1 June (now closed)	End of July (no CCAF awards to be made)
1 September	End of October

1 December	End of January
1 March	End of April

Details of all grants awarded are published on the Commissioner's website.

Scrutiny and Inspections

Service Delivery Assurance

The Commissioner held a Service Delivery Assurance session to explore the quality of police service delivery, focusing on call handling and initial police response. The report has been published at the link below. A further Service Delivery Assurance session is being planned for Summer 2016, on the theme of mental health.

<http://www.avonandsomerset-pcc.gov.uk/ARCHIVE-2012-April-2016/Openness-2012-April-2016/Scrutiny/Service-Delivery-Assurance-Panel.aspx>

Scrutiny of Taser Use

The first Public Scrutiny Panel meeting will be on 28 June 2016. This will be attended by the Constabulary's Lead Officer for Custody and a Trainer, to inform the four Panel members (a sub-group of the Independent Residents' Panel) about the use of Tasers by Police Officers by both non-authorized and Authorized Firearms Officers (AFOs).

Misconduct Hearing Outcome

The misconduct meetings and misconduct hearings for Police Officers and Staff linked to the murder of Mr Bijan Ebrahimi have now been held and since the last Police & Crime Panel meeting there have been 3 Officers dismissed and 1 subject to a final written warning relating to the death of Mr Ebrahimi. The Constabulary have been working on an extensive programme of work focused on making improvements to the service to vulnerable victims and also on an internal training and communications programme. Notice of future misconduct hearings and their subsequent outcomes are published on the Avon and Somerset Police website at: <https://www.avonandsomerset.police.uk/about-us/publication-scheme/our-policies-and-procedures/misconduct-hearings/>

Regional Update

Since the election the PCCs and Chief Constables of Avon and Somerset, Wiltshire and Gloucestershire have met to discuss collaborative opportunities in the areas of enabling services and building on the existing specialist operations collaborations. These discussions have been encouraging and scoping and timetable discussions are ongoing. The regional PCCs and Chief Constables have also agreed to work together in relation to the implementation of the national Emergency Services Mobile Communications Programme.

National Update

The Association of Police and Crime Commissioners met on 25 May 2016. The Home Secretary spoke to the PCCs about a number of matters including the reform of fire authorities, working with criminal justice and collaboration. The Home Secretary also discussed the National Policing Vision and Police Transformation.

Contact Officer

John Smith, Chief Executive

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AVON AND SOMERSET POLICE AND CRIME PANEL

AGEND ITEM NO: 13

16 JUNE 2016

REPORT OF THE POLICE AND CRIME COMMISSIONER

POLICE AND CRIME ANNUAL REPORT 2015-16

- 1.1 The Police and Crime Commissioner has a duty under section 12 of the Police Reform and Social Responsibility Act 2011 to produce an annual report after the close of each financial year. This report should provide details of the exercise of the Commissioner's functions in each financial year and progress that has been made in meeting the objectives set out in the Commissioner's police and crime plan.
- 1.2 The annual report (attached at Annex A) details progress made between April 2015 and March 2016. Despite significant organisational challenges during the year, progress has been made in delivering the ambitions of the Police and Crime Plan and notably in the priorities of 'domestic and sexual abuse', 'putting victims first' and in 'improving road safety'.
- 1.3 Overall, the HMIC inspection ratings have been 'good'. The Constabulary has been judged to be operating efficiently and legitimately and good at crime prevention and tackling serious and organised crime. Areas identified for improvement were in protecting the vulnerable (consistency of identification and risk assessment) and the quality of investigations. I will develop my new Police and Crime Plan to drive these improvements.
- 1.4 The Commissioner presents the Annual Report to the Police and Crime Panel in compliance with the requirements of the Police Reform and Social Responsibility Act 2011 and will provide responses to any report or recommendations made by the panel.

Contact Officer:

Karin Takel, Strategic Planning and Performance Officer

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Attachments

Annex A – Annual Report of the Avon and Somerset Police and Crime Commissioner 2015/16

ANNUAL REPORT OF THE AVON AND SOMERSET POLICE AND CRIME COMMISSIONER

2015 / 16

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Published June 2016

FOREWORD



Good relationships between police, partners and local people are the key to making Avon and Somerset a safe place to live and work.

Financial challenges for policing have been present since before I took office. £60m of savings have had to be found in the last five years. £13m had to be saved to balance the budget for 2015-16. The Constabulary has faced other challenges, including leadership changes and organisational restructuring.

In the past year (2015-16¹), the Constabulary has seen good results in tackling anti-social behaviour, and there has been a dramatic increase in reporting of sexual and domestic violence with our communities because of people having an increased confidence to report what has been happening to them (as opposed to an increase in this type of crime).

Although resources have reduced, there are many great officers doing fantastic jobs, often coming into contact with people in great distress, facing and dealing with situations that most of us would run from. In these extremely difficult situations, there are occasions where the police make mistakes. When this happens, it is important the police acknowledge these failures, apologise and learn the lessons. I believe the tragic case of Mr Bijan Ebrahimi, who was failed by Avon and Somerset Constabulary, has shaken the confidence of local people. I am determined to put this right by focusing on our most vulnerable, strengthening and improving our local police services, and by working better together with our partners.

The Constabulary are finding innovative ways to support our most vulnerable, particularly our children and those who are mentally ill. Avon and Somerset will soon have mental health nurses based in the police control room, advising officers and staff on supporting people experiencing a mental health crisis. The implementation of Bristol's mental health street triage team is successfully providing a first response to improve the identification of people with a learning disability, personality disorder, substance misuse or mental health issues at the first point of contact with the police.

I remain a passionate believer that police custody is the wrong place for detaining people who are mentally ill. From this summer, police custody will only be used in exceptional circumstances.

Our West of England child sexual exploitation (CSE) service has identified and has supported 207 children in Avon and Somerset at particularly high risk of being abused. Dedicated support workers operating across Avon and Somerset and Wiltshire have trained over 938 Avon and Somerset professionals who work with children to recognise and respond to the signs of CSE.

To support our future success of protecting our most vulnerable, supporting local policing and dealing with the growing criminal threat posed by the internet, I plan to work with the Constabulary and partners to be able to deliver over £20 million of further savings in order to invest in these key areas of work.

In the past year, the Constabulary received just under one million calls for service (214,972 calls to 999 and 682,990 calls to 101 telephone lines). The service local people have received when calling the police over the past year has not been as good as I would have liked, and I am working with them to address this.

As part of my policing vision for 2020 I want to see the police have the right tools for job. I am delighted to have appointed Chief Constable Andy Marsh and will work with him to empower and support his police officers, staff and volunteers to deliver an even better police service to our communities. For example, I am committed to embracing new technology to support modern day policing. I have invested in body worn video cameras which capture vital evidence, make police officers safer and increase public confidence in the police service.

Together, we will continue to work hard to keep our communities' safe and feeling safe.

A handwritten signature in black ink that reads "Sue Mountstevens". The signature is written in a cursive, flowing style.

Sue Mountstevens
Avon and Somerset Police and Crime Commissioner

¹ References to the past year throughout the document relate to the period 1 April 2015 – 31 March 2016.

1. Introduction

I was elected as Avon and Somerset's first Police and Crime Commissioner (PCC) in November 2012, and set the strategic direction for the Constabulary and wider partnership working, documenting this within a Police and Crime Plan for 2013-17. I, as PCC, am responsible for a number of duties in addition to setting the strategic direction and this includes setting the policing part of the council tax precept, appointing the Chief Constable and commissioning local victim services.

I am delighted to have been re-elected in 2016. This review sets out the progress I have made between 1 April 2015 and 31 March 2016 in carrying out these responsibilities and overseeing delivery against the Police and Crime Plan of my first term. It considers what has worked well over the year and what needs to be improved. Looking back and evaluating the impact of activities will enable the development of a successful strategy for policing through to 2020. This will be developed in consultation with police, partners and local people.

I'm committed to continually considering what local communities want from their police service, and ensuring that your views and voices are reflected in my decision making. So I invite you to share your thoughts with me about this annual review, and in doing so, shape a safer and stronger community as the plan is developed and delivered.

Looking forward

Looking forward, financial challenges will be significant and policing resources will need to be prioritised. Crime is changing in complexity and nature, and the Constabulary will need to continue to adapt to this (see section on Performance). I am setting a strategic direction to collaborate and to identify and deliver savings that will enable re-investment in priority areas. I will continue to listen to all voices, particularly the quiet voices. I will work with partners to create greater capacity and capability to **prevent** crime, to **support** victims, and to **enforce** the law.

2. Overview of the year

Over the year I made 72 visits to voluntary and community organisations, public events and PCC funded projects.

April 2015	May 2015	June 2015
<p>Launch of West of England Child Sexual Exploitation service.</p>   <p>Constabulary supports Community Speed Watches as they operate at 26 locations across the area as part of Speed Awareness Week.</p>	 <p>International Victims' Pledge</p> <p>International Victims Pledge signed and Victims Manifesto adopted.</p>	<p>Panel set up to carry out reviews of service related to priorities in the Police and Crime Plan.</p> <p>Summer drink drive campaign launched.</p>  <p>Community Alert service enabled promotion of Neighbourhood Watch activity to and to communicate crime prevention and reduction initiatives.</p>
<p>July 2015</p>  <p>Launch of Domestic Abuse awareness campaign.</p> <p>Rural crime action day, jointly run with Trading Standards, Animal and Plant Health Agency and VOSA.</p> 	<p>August 2015</p>  <p>PCC Pride Awards.</p>	<p>September 2015</p> <p>Supporting the launch of The Together Team in East Bridgwater - a 'one-stop shop' of support to reduce crime, anti-social behaviour and financial hardship, while improving quality of life and access to work opportunities in the area.</p> 

October 2015

Avon and Somerset's Sexual Assault referral centre 'The Bridge' launches campaign and website to encourage anyone affected by **rape or sexual assault** to seek support.



Help after rape and sexual assault
 For free and confidential advice call us on 0117 342 6999
www.thebridgecanhelp.org.uk

Recognition of the work of **Special Constables and Volunteers**.



November 2015

Neighbourhood Policing Awards (awards determined by public vote).

Bristol Zero Tolerance pledge made.



Triforce Black Rock Centre (building for firearms and public order training) opened by The Home Secretary, Theresa May in the presence of PCCs for Avon and Somerset, Wiltshire and Swindon and Gloucestershire.



December 2015



OPCC awarded a Gold Commendation in relation to **youth engagement** from the Children's Commissioner.



PCC and office recognised for our commitment to **conducting business transparently** by CoPaCC, an organisation which independently compares PCCs.

New **domestic abuse** legislation is put in place to tackle controlling or coercive behaviour in an intimate or family relationship.

January 2016



Public forum held in Taunton. Topics raised included road safety, cybercrime, and rural crime.



(Picture of Chief Inspector Norm Pascal who is leading the Outreach Strategy)

Constabulary launched recruitment **drive to increase the recruitment of under-represented groups** to reflect the diversity in our communities.

February 2016

Agreement reached to **reduce the use of police custody cells as a place of safety for people in mental health crisis**.



Supported Time to Talk Day - part of the national campaign, Time to Change, run by the charities Mind and Rethink Mental Illness - aimed at reducing stigma and encouraging more people to talk freely about mental health

Andy Marsh joins as Chief Constable.



March 2016

Agreed **additional funding to staffing of police call centre** throughout 2016 to improve delivery.

Final grants in Commissioner's Community Action Fund allocated, taking total award for PCC first term to £600,000.



3. Statutory Duties

Setting the Precept

I consulted with local people about the policing part of the council tax. 70% of the 3000 surveyed supported an increase. Following consultation and in light of the Treasury announcement, I therefore decided in February 2016 to increase the policing part of the council tax for 2016/17 by 1.99%. This added £3.48 to an annual Band D council tax bill, with the average householder paying £178.26 per year for policing. The increase received unanimous support from the Police and Crime Panel.

Setting Strategic Direction

We refreshed the Strategic Direction for Policing in March 2015. The plan focussed on tackling and reducing ASB, domestic and sexual abuse, burglary, putting victims first, and improving road safety amongst all road users.

With partners, I am developing my strategy for the Police and Crime Plan 2016-21.



Partnership Working

I have continued to support the well-established partnerships that exist across Avon and Somerset and have attended and contributed to a wide range of boards, forums and steering groups committed to delivering shared partnership outcomes. These include statutory partnerships such as Community Safety Partnerships, and the Avon and Somerset Criminal Justice Board. I have brought chairs of the local adult and children safeguarding boards together to discuss issues. I have also continued to support a wide range of targeted multi-agency initiatives such as Integrated Offender Management, the Think Family programme, Multi-agency Safeguarding Hubs and forums working to tackle business crime and rural crime. I have also established an Avon and Somerset Community Safety and Commissioning Board to discuss community safety issues, commissioning plans (including opportunities for joint commissioning) and local policing matters.

I have continued to work hard with health partners to ensure the implementation of the Mental Health Crisis Care Concordat and to ensure that individuals experiencing a mental health crisis are properly supported. We have already agreed that, from this summer, police custody will only be used to detain people experiencing mental health crisis in exceptional circumstances. Alongside this, we have also agreed to establish a scheme that will see mental health nurses in the control room advising officers and staff on supporting people experiencing a mental health crisis.

Grants and Commissioning

I was responsible for the allocation of £3 million to support a range of community safety projects and services in 2015-16 which supported the delivery of the Police and Crime Plan. These included grants to support youth crime and substance misuse services, a wide range of victim services, a Drug and Alcohol Arrest Referral Service and local Community Safety initiatives. I am particularly proud of the successful award from the Home Office Innovation Fund for the West of England CSE Project which, with the PCC for Wiltshire and Swindon, I was able to secure through match-funding with local partners.

In addition, the Commissioner's Community Action Fund, administered by the Police Community Trust supported 60 voluntary and community sector projects from the annual allocation of £200,000. These projects contribute to the delivery of the Police and Crime Plan. It is important they are community-led as it is the understanding of community needs that makes these projects so successful.

My team works closely with Community Safety Partnerships in the allocation of the Community Safety Grant to ensure that this funding is used to address local need and issues. Part of the Victim Services commissioning work included mapping and understanding needs across the force area.

I have worked collaboratively with Community Safety Partnerships to ensure that the Community Safety Grant is targeted at areas of joint priority. For example, findings from the Summer 2014 Victim Services consultation were used to highlight areas of need in local areas when allocating the 2015-16 Community Safety Grant.

My office continues to be mindful of the requirement for value for money and transparency. The Commissioning and Grants strategy was updated in 2015 to ensure that these principles are incorporated into working practices. I seek maximum value from grants and contracts and as an example, application forms for victim services (which commenced in April 2015) included questions about social value of the services. We meet with each service on a quarterly basis and also hold a quarterly provider forum for all the services. The purpose of the meetings and forums are to discuss performance, encourage collaborative working practises, and to share best practice and challenges.

Victim services commissioning has transformed the service offered to victims of crime and ASB across Avon and Somerset. Services went live in April 2015, and in this first year we sought to commence service delivery, create local referral pathways and found ways to improve. Providers have started to be able to monitor the impact that their services have on victims' ability to cope and recover from the crime or ASB. Embedding and sharing good practice in outcome monitoring will be an area of focus for 2016/17.

As my role in commissioning services increases, it becomes ever clearer that it is imperative to work in partnership with other commissioners on areas of joint interest. Only through collaborative working will we be able to maximise the impact of reducing resources. For example, establishing a mental health triage, operating from the Constabulary's call centre, will alleviate pressure on both the Constabulary and the NHS as people will receive better care following a professional assessment of need. This reduces intake into custody and improves the health and wellbeing of the individuals.

Please see Annex One for an overview of grants awarded and services commissioned.

Connecting people with police

I have spent 72 days in the community, visiting community projects and organisations and listening to local concerns. I have responded to 3594 contacts, and held public forums throughout the year in different locations (Yeovil, Portishead, Bristol and Taunton).

Community Alerts were launched in June 2015 to ensure community groups were kept informed of policing issues and initiatives. I have met with Neighbourhood Watches, Community SpeedWatches and Council leaders.

At the end of March 2016 there were 394 Special Constables. A significant number of Special Constables have been recruited into Police Constable and PCSO roles within the Constabulary, which in part explains a reduction in numbers of the last year (was previously 453). The Constabulary has approximately 1000 volunteers but it is becoming increasingly difficult to recruit, reflecting the national picture. This means the Constabulary needs to make a concerted effort to compete with other voluntary organisations to attract people to these posts. The Outreach Programme is working with the Chief Officer of the Special Constabulary to attract applicants from hard to reach communities.

Looking forward, I want to do more to improve opportunities for engaging young people and minority communities in delivering the aspirations of my plan – including increasing the number of people making up the Special Constabulary, and to continue to increase awareness of opportunities to influence policing and community safety services. I wish to increase the involvement of local people in scrutinising police services by establishing panels (in addition to those used to scrutinise performance around the priorities) to look at the Constabulary's use of Stop and Search powers and use of Tasers.

4. Assurance

Assurance has been carried out through the year at a number of different levels: Her Majesty's Inspectorate of Constabularies (HMIC) carried out (external level) inspections, my office and internal auditors (RSM) carried a complementary programme of assurance (at a level independent from the constabulary), and the Constabulary has a rolling programme of assurance activity (internal).

HMIC carried out its core inspections of the Constabulary's effectiveness, efficiency and legitimacy. Essentially this means **HMIC evaluated how well the Constabulary operates, how well it manages its finances, and how fairly it operates.**

The inspection results were positive overall, with improvement required in relation to achieving consistent standards of victim care, quality of investigations and risk assessments of vulnerability. The results are published below. Full details of the inspection reports are available on the HMIC website. My responses to the inspections are published on the OPCC website.

Inspection	Question	Grading
Efficiency – overall rating	How efficient is the force at keeping people safe and reducing crime?	Good
Efficiency	How well does the force use its resources to meet its demand?	Outstanding
	How sustainable and affordable is the workforce model?	Good
	How sustainable is the force's financial position for the short and long term?	Good
Effectiveness – overall rating	How effective is the force at keeping people safe and reducing crime?	Requires improvement
Effectiveness	How effective is the force at preventing crime and anti-social behaviour, and keeping people safe?	Good
	How effective is the force at investigating crime and managing offenders	Requires Improvement
	How effective is the force at tackling serious and organised crime, including its arrangement for fulfilling its national policing responsibilities?	Good
Effectiveness - Vulnerability	How effective is the force at protecting from harm those who are vulnerable, and supporting victims?	Requires improvement
Legitimacy – overall rating	How legitimate is the force at keeping people safe and reducing crime?	Good
Legitimacy	To what extent does practice and behaviour reinforce the wellbeing of staff and an ethical culture?	Good
	To what extent are forces recording crimes in accordance with the Home Office Counting Rules?	No inspection (will be done and published in 16/17 year)
	How well does the force understand, engage with and treat fairly the people it serves to maintain and improve its legitimacy?	Good
	To what extent are decision taken on the use of stop and search and Taser fair and appropriate?	Good

The assurance work carried out by my office has included:

- convening an independent residents panels to scrutinise complaints;
- establishing a panel to scrutinise out of court disposals (with members from criminal justice agencies, magistrates, people from organisations providing victim support and an independent member);
- operation of a custody visiting scheme (separate annual report produced – link); and
- undertaking service delivery assurance exercises (detail below).

In July 2015, my office brought together people, including representatives of the local community, to assess the quality of police service delivery across five themes, and three local policing areas. The process sought to promote trust and confidence in policing through transparency and presenting an opportunity for local people to scrutinise and challenge. A further session was held in January 2016, focusing on the theme of call handling and the initial police response. Findings of the Panels were generally positive and recommendations for improvement were passed to the Constabulary. The findings of the panel, alongside the Constabulary response are published at the following link: <http://www.avonandsomerset-pcc.gov.uk/Openness/Service-Delivery-Assurance-Panel.aspx>

A key factor in generating improvement will be supporting the Constabulary's transformation programme, investing in technology to ensure that officers are mobile, visible, responsive and accessible. Another element is to maximise opportunities through collaborations.

Collaboration with Wiltshire and Gloucestershire Constabularies has already enabled shared operations relating to roads, dogs and firearms policing. The opening of Black Rock centre has supported firearms and public order training. There has also been important learning from this collaboration that effectiveness would be enhanced if there were an alignment of technology, systems and terms and conditions.

Looking forward, I want to ensure benefits are realised from change programmes as anticipated cashable savings are necessary for my plan to invest in areas of growing demand and where additional support is required to protect and support vulnerable victims.

The PCCs and Chief Constables have agreed in principle that the focus of future collaboration should be on enabling services such as IT and HR. In sharing services and systems, we will generate required savings that can be focussed on the frontline.

Improving Legitimacy through Openness, Transparency and Accountability

Public confidence in the Constabulary has risen since I first took office (currently 77% of people report they have confidence in the Constabulary). I acknowledge that the Constabulary has made mistakes in the past, notably in the tragic case of Mr Bijan Ebrahimi who was failed by the police. This has affected the confidence local people have in the police. The Constabulary accepts this and will ensure that what they do in future earns greater, well-placed, confidence over time.

Since January 2016, misconduct hearings for police officers have generally been held in public (unless there have been exceptional circumstances) and chaired by a legally qualified chair (LQC). LQCs have replaced senior police officers who previously chaired Misconduct Panel Hearings. This process change followed the Home Office giving PCCs the power to recruit locally to LQC appointments as part of a wider government aim to improve public confidence in the police complaints and discipline system by making it more independent and transparent. The PCCs for Avon and Somerset, Gloucestershire and Wiltshire and Swindon have a pool of 8 LQCs that can be used by all three forces.

The Constabulary will build confidence by doing the right thing at the right time, and this includes acknowledging and learning from what has not gone well. Under the strong leadership of the Chief Constable, Andy Marsh, I am confident that there will be marked and demonstrable improvements in crime and incident recording standards and in officer behaviour. I will ensure there is PCC scrutiny of this in order to hold the Chief to account.

Looking forward, I want to reform the complaints process following the new Police and Crime Bill, and to increase scrutiny of Stop and Search and the use of Tasers. I expect the roll-out of body worn video cameras to officers to have a significant impact on the number of complaints received and the process of resolving them.

5. Performance (against PCC Priorities)

We have made progress in the majority of the priorities expressed in the current Police and Crime Plan, notably in improving confidence to report crime and in victim support. There are opportunities for improvement, most notably in the fully resolved rates and satisfaction with victims.

The Constabulary has faced significant challenges to meet demand while experiencing organisational changes including changes to senior leadership, restructure (teams, roles, responsibilities), and changes to working conditions such as shift pattern changes. It has experienced system changes too (having replaced two major crime and case recording systems with one integrated system, and in moving towards greater use of digital evidence such as body worn camera footage). There has also been a significant policy change with the introduction of a 'Threat Risk and Harm' policy around deployment. This prioritises response to those who are the most vulnerable and at the greatest risk.

'Demand' has increased. The number of recorded crimes (in total) has increased by 20.3% in the last twelve months. The number of calls to the police (999 and 101) has not increased (897,962 calls received in the 2015-16 year). The HMIC inspection this summer (Crime Data Integrity) will confirm whether standards of crime recording have improved, but the Constabulary's view is that the increase of recorded crimes is a combination of increased confidence to report crimes and improved crime recording standards. The types of crime that have seen dramatic increases in recorded numbers are child sexual exploitation, rape, serious sexual offences, domestic abuse, hate crime and cyber-crime. In the last year, these have increased by 139%, 44%, 34%, 41%, 25% and 91% respectively. These are complicated and lengthy investigations and therefore are resource-hungry.

Under the leadership of Chief Constable Andy Marsh, I anticipate that the Constabulary will build upon success and address the required areas of improvement. Good standards must be consistently achieved. **I will always be open about what needs to be better**; we should not hide from this, but face it: constructively and sensitively, and then improve. We must be open to challenge. We must learn from, not repeat, mistakes. The organisational culture should be one where people are fully supported to do their jobs well and to learn from mistakes.

I do not underestimate the impact of high profile misconduct cases on the morale of staff who in the vast majority have chosen a job in public service, motivated to meet the Constabulary's service promise to local people in each and every case. I wish to acknowledge there is a significant amount of evidence of good practice too, and in balancing my assessment of delivering the plan, I will outline successes. **Good efforts and results deserve recognition.**

My priorities, as set out in the Police and Crime Plan 2015-17, are:

1. Tackling anti-social behaviour and reducing its impact on victims and communities
2. Tackling domestic and sexual abuse, particularly towards women and children
3. Preventing and reducing burglary and fear of burglary in your area
4. Improving road safety for all road users; and
5. Putting victims first.

Tackling anti-social behaviour and reducing its impact on victims and communities

Considering performance against this priority, I am pleased with the work that Local Policing have done around problem-solving and preventing anti-social behaviour in communities, but disappointed that victim satisfaction (measures of this exclude the satisfaction of those receiving an enhanced service) **and fully resolved rates have deteriorated over the year.**

The Constabulary are good at preventing and dealing with anti-social behaviour. HMIC found this to be the case and recognised the Constabulary places a firm emphasis on problem-solving and works carefully with partners to put in place early interventions for those who are at risk of slipping into crime or anti-social behaviour.

For example, the Local Policing Directorate team has developed a knowledge-hub that has and will continue to build evidence of successful problem-solving initiatives, case studies of best practice, use of

the new tools and powers, and produced a toolkit for officers and PCSOs to use in tackling anti-social behaviour. It also hosted an event in July 2015 for housing providers to share best practice and to improve the way data was shared.

Call handlers in the control room have received regular and ongoing training that has improved early identification and appropriate referrals of VIP (Vulnerable, Intimidated and Persistently-targeted) victims to the Lighthouse as this service is available to both victims of crime and anti-social behaviour.

As part of the implementation of a new intelligence, investigations, case and custody IT system, an opportunity presented to record anti-social behaviour incidents (directed at a person) within the system and this has increased the Constabulary's ability to identify incidents of anti-social behaviour where crimes have occurred so they can be recorded as crimes. This will improve the Constabulary's standards of crime recording and ensure that the crimes are dealt with as such.

Areas still requiring improvement:

The Constabulary needs to improve the outcomes of anti-social behaviour investigations and improve the victims' satisfaction with the policing service.

Over the course of next year, the Constabulary will make use of new additional PCSO powers (introduced as part of the Crime and Anti-Social Behaviour Act 2014) to tackle anti-social behaviour locally. Bespoke ASB training focusing on the new tools and powers is being rolled out to officers of all ranks throughout 2016

Community Behaviour Orders (CBOs) (which replaced ASBOs) are an area where the Constabulary will need to improve the efficiency of the process of taking CBOs to court in conjunction with the CPS.

Opportunities exist to expand the capturing of anti-social behaviour incidents within the new IT system to include nuisance and environmental anti-social behaviour, and further improve the standards of crime recording.

Tackling domestic and sexual abuse, particularly towards women and children

Overall, I am pleased with performance against the plan in relation to domestic and sexual violence.

2015-16 saw continued increases in reporting and recording of these crimes in line with my ambition. **I have been pleased to see a general increase in awareness of these previously hidden crimes** along with new powers for the Police and others to bring offenders to justice such as the new coercive control legislation and increasing use of Domestic Violence Protection Notices and Orders.

However, increased demand brings challenges regarding capacity, as shown by performance changes in fully resolved rates. Demand, capacity and resourcing remain challenges for police and all public sector partners and providers of services. This challenge will be a focus into my new term as PCC, and I have ambitions to make savings through collaboration to re-invest in areas of increasing demand.

To provide assurance about the quality of these investigations I called together a range of panels to scrutinise case files over the summer of 2015. These included child abuse and domestic and sexual abuse cases. I was pleased to see that panels found some excellent practice of victim-centred investigations. The full report can be found online: <http://www.avonandsomerset-pcc.gov.uk/Openness/Service-Delivery-Assurance-Panel.aspx>

Governance and accountability to ensure continuous improvement is important. I have been pleased to see that this priority has been supported by the HMIC's focus on Vulnerability as a core component of its effectiveness inspection. The 2016 Home Office Violence Against Women and Girls Strategy makes clear the government's continued commitment, with an emphasis on early intervention and prevention. To ensure this momentum does not stop, I will continue to ensure that the voice of victims is heard in all I do, including by responding to national consultations and enquiries which impact on how we respond to these crimes. In particular, I am resolute in my ambition that Personal, Social, Health and Economic education (PSHE) should be a statutory part of the curriculum so that we give our children knowledge about healthy relationships and consent.

One particular project sought to improve the response to domestic abuse to prevent future domestic homicides. Funded by my office, this piece of work brought together local authorities and a range of other partners to look at common findings from Domestic Homicide Reviews (DHRs) across Avon and Somerset. In particular for victims of rape and serious sexual offences, I commissioned the Sexual Assault Referral Centre (SARC) and the Independent Sexual Violence Advisor (ISVA) Service. I anticipate capacity for these and other sexual violence services will be a continuing issue with focus brought about by the Goddard Enquiry.

The Constabulary is making good use of Domestic Violence Protection Notices and Orders (DVPN/Os), which is encouraging as it shows a focus on the needs of the victim and positive action against the offender.

Domestic Violence Protection Notices and Orders (DVPN/Os) may be used following a domestic incident to provide short-term protection to the victim when arrest has not been made but positive action is required, or where an arrest has taken place but the investigation is in progress.

The process is designed to give breathing space to the victim by granting a temporary respite from their abuser and allowing referral to support services without interference. The point at which victims seek help from the Police or leave their abuser can be when they are most at risk. The DVPN/O process can be pursued without the victim's active support, or even against their wishes, if this is considered necessary to protect them from violence or threat of violence. Importantly, it provides an alternative to allowing the suspect to remain at or return home.

Areas still requiring improvement:

Consistent identification of vulnerability, and quality and capacity of specialist investigation teams are areas in which improvement is still required to improve outcomes for victims.

Preventing and reducing burglary and fear of burglary in your area

I am disappointed with the Constabulary's performance in relation to burglary.

Nationally, the level of recorded burglary offences has fallen steadily over the last 12 years. Since taking up my role as PCC in 2012-13, there have been reductions in recorded burglaries in 2013-14 and 2014-15, but levels then began to increase. In 2015-16, reported burglaries were still 348 fewer than when I first took office. The Constabulary have put considerable effort into crime prevention strategies and the spike in offending within Somerset that began in 2015 has now abated.

Work has been carried out through the year (with some examples set out below) in an attempt to prevent these types of crime, support victims and bring offenders to justice.

Communications campaigns to enable local people to better protect their homes have focused on raising awareness of the strategies of burglars (such as how homes with paddle-handled front doors can be vulnerable if not secured with keys, and how homes are more vulnerable during times of celebrations such as Diwali and Christmas or Freshers week) and on crime prevention advice to reduce the chances of burglary victims being burgled again in the future.

In October 2015, the Constabulary held a 'Rogue Trader' week, working in partnership with Trading Standards, Meals on Wheels and the Salvation Army. Cadets and members of the Special Constabulary carried out a range of activities including vehicle stop checks to ensure traders were operating legally, and the Constabulary ran events and visited community groups to raise awareness of this type of offending and other "door-step crime", which can also include distraction burglary.

Several arrests were made, including one in Yeovil where a 26 year-old woman was arrested on suspicion of distraction burglary after targeting an elderly resident, calling at his home and stealing money from him.

The Constabulary also worked with staff at banks and Post Offices to train people to be able to spot potential warning signs of vulnerable victims, such as people withdrawing unusually large sums of cash.

The Constabulary's Assistant Chief Constable Sarah Crew confirmed the Constabulary's commitment to targeting rogue traders and bringing them to justice all year round, but said that the week of action provided an additional opportunity to raise awareness of this crime and give advice to householders.

Rogue trading is a callous crime as it often targets elderly people and can have a significant impact on the victim in terms of their health and wellbeing following the offence. You can find crime prevention advice at <https://www.avonandsomerset.police.uk/advice/crime-prevention-advice/>

Case Study of how the right actions from the call handler, the police officers who made the arrest and investigated the incident, the crime scene investigator who matched fingerprints and the people involved in taking the case to court, brought an offender to justice:

A man who was caught fleeing a home in Montpelier, after the 16-year-old girl who was home alone called police, has been sentenced to 40 months in prison in April 2016. He was arrested, still carrying the stolen property, after jumping from a first floor window and attempting to climb over a fence. He pleaded guilty to this burglary and a second burglary in the same area, which happened a month earlier, after his fingerprints were identified at the scene. He also later admitted to another 19 burglaries in Montpelier, Easton and Bedminster.

However, the Constabulary is not consistently achieving positive results. Resourcing burglary investigations has been a key challenge. The Constabulary have acknowledged that improvement is needed.

Areas still requiring improvement:

The Constabulary needs to improve the outcomes of burglary investigations and improve the victims' satisfaction with the policing service. Investigative standards (from the first opportunity to secure forensic evidence, through to the completion of investigation and preparation of cases) need to be improved to achieve this.

The Constabulary also needs to improve how it manages its response to the 'high harm' offenders who commit the most burglaries.

You have a right to feel safe in your home. The Constabulary will do all it can to prevent burglary, to bring offenders to justice, and to offer support to victims.

Improving road safety for all road users

Overall, I am pleased with performance against the plan in relation to road safety.

Over the course of the 2015-16 performance year, there has been an increase in residents feeling that speeding traffic is a problem in their area (assessed through a telephone survey). At the same time, there has been a steady increase in local people identifying road safety as something they wish to be a priority for the police (information received at PACT meetings and directly fed into the Constabulary website). **I understand that road safety is a very important issue to local people.**

The risk of being killed or seriously injured on Avon and Somerset roads is low, far lower than in most other parts of the country (national position is 3/43 for low risk). The number of people killed and seriously injured in 2015 between January and September was 484. The full year's data is not yet available.

Over the year, the Constabulary increased its resources aimed at reducing excessive speeds with an investment in motorcycles equipped with mobile speed cameras. Officers were recruited into posts within the Speed Enforcement Unit which now has nine vans and four motorcycles for enforcement purposes. Tri-force officers carried out safety checks on child car seats, raising awareness of the importance of correctly fitted seats and increasing the protection of children in this respect.

The scope of victim support provided by Lighthouse was extended to victims and families of people who were killed and seriously injured on Avon and Somerset roads.

A cycling near-miss website was created in 2015 to capture data that would assist in understanding problem areas and problem behaviour that could then be prevented through initiatives. A Bikesafe event was undertaken in Castle Coombe in July to raise the skills of motorcyclists. Another event was held at Cribbs Causeway to promote awareness of cyclists to lorry drivers and awareness of a lorry drivers' field of vision to all road users.

The Road Smart education course was promoted to businesses as research indicates around 25% of KSIs are people driving as part of their work.

Special Constables are trained in how to tackle traffic offences causing community concerns.

A Drink and Drive campaign ran in December 2015 along with a successful operation to raise awareness and to enforce the law.

Partners and local people have also contributed to improving road safety. The West of England Road Safety Partnership developed a multi-agency plan to tackle conflict between cyclists and other road users (occurring particularly in urban areas) and established a cycle safety forum.

With over 130 active schemes represented by approximately 700 volunteers, Community SpeedWatch is a considerable asset in helping to make our roads safer. The monitoring of vehicle speed at approved locations Community SpeedWatch is a positive example of the use of the community itself to raise awareness and educate those who cause increased risk to safety on our roads.

Members of the Constabulary have met with all Community SpeedWatch network leads to deliver face-to-face training and listen to issues, and developed a database to enable more efficient management of data and co-ordination of Community SpeedWatches.

Areas still requiring improvement:

Slower progress than I had anticipated has been made in reactivating the static cameras across the area as various technical problems have been encountered. Some inoperable cameras are owned by the Constabulary, others by local authorities. Discussions are underway to resolve the faults.

The quality of collision investigation and collision file quality still requires improvement. It has been improving, however, and dedicated quality assurance posts within the Constabulary are now in place, with performance measured as part of the criminal justice performance scorecard.

Putting victims first

Considering performance against this priority, I am proud of the work I have funded and championed around victim support services, but disappointed that victim satisfaction (this measure excludes satisfaction of vulnerable victims) has deteriorated over the year.

Lighthouse, established in 2014, offers an enhanced service to vulnerable, intimidated or persistently targeted victims of crime and anti-social behaviour and victims of serious crime. The Lighthouse team provide ownership of the whole journey for a victim, providing a 'single point of contact' approach so that the victim's experience is that the process is as simple as possible, and that the person they speak with has the best possible understanding of their experience. The University of the West of England undertook a review of the Lighthouse service during 2015-16. They consider the introduction of Lighthouse has resulted in a more comprehensive and tailored system being in place to make sure that victims get all the relevant and necessary information about their case in a streamlined and timely manner. Lighthouse being a single point of contact means familiarity with the victim's case and a recognisable person with whom the victim can communicate. A more informed view of victim need means that the victim's voice is central to the process and strategic engagement with stakeholders means that victims receive the most appropriate support at the most appropriate time.

Work has been carried out to explore victim satisfaction of those receiving an enhanced support service through Lighthouse. The sample size to-date has been small but early indications are that satisfaction with service is around 10% higher than the rates of satisfaction of non-vulnerable victims. It would also appear that satisfaction declines towards the end of the victim's experience of the criminal justice

system (after an offender has been charged). Complaints most often relate to delays (e.g. court adjournments).

A range of other victim services that my team and I commissioned went live at the start of 2015-16: Victim Support emotional support service, Young Victims advocacy service, Avoice adult advocacy service, Independent Sexual Violence Advisor service, Modern Slavery support service and Restorative Justice services. These services have all seen a significant number of referrals, and over the course of the year a more diverse range of referral routes. I am particularly pleased to see the number of self-referrals that have been made, in particular to the emotional support service. These services have all been working towards measuring outcomes against the Ministry of Justice Cope and Recover framework, and I am delighted to see the success achieved by the services in helping victims to cope and recover.

The West of England Child Sexual Exploitation service is a successful example of collaboration between Avon and Somerset and Wiltshire and Swindon PCC, the police, Barnardo's and the seven top-tier local authorities covering the two police areas. The pioneering new service, working across Avon and Somerset and Wiltshire and Swindon, is identifying and supporting victims of child sexual exploitation. Since its launch in April 2015, the West of England CSE service has worked with 207 children in Avon and Somerset and trained 938 professionals based in Avon and Somerset who work with children to recognise and respond to the signs of CSE.

Work with young people has been a feature of the work of the OPCC for the past four years, recognising that they are very often a 'quiet voice' and sometimes overlooked despite being one of the most likely groups to experience being a victim of crime. Within the OPCC, there is a dedicated Youth Champion who is tasked with working with young people to seek their views and feeding them back into the organisation. This has taken the form of workshops, research led by young people themselves, PCC visits as well as the OPCC taking part in the annual Children's Commissioner Takeover Days. In December 2015, the OPCC were awarded a Gold Commendation for their work in relation to youth engagement from the Children's Commissioner.

Case Study: Impact of the work of Independent Sexual Violence Advisors (funded by the PCC)

Safelink received a referral to support a young woman who had suffered rape and sexual assault from a member of her family over many years. With encouragement from friends she had decided to report the abuse to the police.

The ISVA met up with her and carried out a comprehensive assessment of her needs. She was determined to follow through with the investigation and the ISVA accompanied her to her Police interview. She also identified that she needed support with her employer; she didn't feel able to go to work and needed help with this. Her ISVA contacted her employer and arranged a three-way meeting between her and her employer. Her ISVA also helped her go to her GP to get signed off work and access CBT therapy through the Bristol Wellbeing Therapies Service.

The investigation took 18 months which was a long time for her to keep going and there were times when she wanted to drop the case. The ISVA provided many months of support leading up to the trial date. They had spoken about special measures (such as screen in court or giving evidence via video) and the ISVA had arranged for these to be put in place and also a pre-trial visit and meeting with Witness Care. The ISVA also kept her informed about any updates with the investigation.

The case was heard at Bristol Crown Court. A lot of hard work and preparation by the ISVA had gone into getting the victim to a place where she could give her evidence in a calm and coherent state. On the day of court, another family member turned up late clearly high on drugs and in no fit state to support the victim. The victim became distressed at seeing her relative in this way. In addition, she had also arrived with three other people that the victim had never seen before. The victim felt that they were all invading her time and space whilst she was waiting to go up to court to give her evidence.

The ISVA helped by removing the victim from the situation and taking her outside for some fresh air. She listened to her, discussed her concerns and asked the victim what she could do to help. The victim wanted her relative and friends to leave the court. She wanted to be left alone, with just

support from her ISVA. She wanted to collect her thoughts and sit quietly.

With her immense sensitivity, diplomacy and communication skills – the ISVA spoke to the relative and friends. They eventually all left the witness care room. The ISVA calmed the victim down and again used her skills to get her back to a calm emotional state. The young victim then went on to give her evidence with the ISVA sat in the video link room with her. She found the whole court experience to be upsetting and traumatic but she got through her evidence and cross examination. She told the ISVA that due to all of her upset earlier in the day, without the help from the ISVA, she felt that she would not have been able to have the strength to give evidence; she had wanted to leave the court and go home.

The suspect was convicted and sentenced to 6 years imprisonment and on the Sex Offenders Register for 10 years following release. The victim is now back at work (after a prolonged period of sickness) and is looking into doing a social worker degree.

Areas still requiring improvement:

The Constabulary needs to improve its victim contact. Where victims report dissatisfaction with the policing service received, it is often a lack of communication between officer and victim that is the reported cause.

Looking forward in relation to these five priorities, I want to see continued improvement in the areas of burglary, anti-social behaviour road safety. Through **re-investment in Local Policing and increasing and supporting the work of active citizens** (such as neighbourhood watches, community speed watches, farm watches, Constabulary volunteers, Special Constables, and cadets), I envisage improved outcomes for victims of crimes, improved victim satisfaction of victims, reduced numbers of repeat victimisation, and continued lowering of numbers of people who are killed or seriously injured on our roads.

I will remain committed to **a continued focus on the crimes of domestic abuse, rape and sexual abuse, child abuse and exploitation including modern slavery**. In the next term it will be crucial that partners work together to increase awareness and effectively target resources to support vulnerable victims. I want to see continued confidence of victims to come forward and report what has happened to them, and for the quality of investigations to result in positive outcomes for victims.

I also want to work closely with partner agencies to **improve victims' experience** of the criminal justice system.

Annex One. Summary of Grants Issues and Commissioned Activity in 2015-16

OPCC Grants Issued in 2015-16

GRANT	RECIPIENT	SERVICE / PROJECT
Avon and Somerset		
<i>Lighthouse</i> Integrated Victim Care £1,026,000 Commissioning budget; £1,290,000 Constabulary budget	Avon and Somerset Constabulary	Victims who are vulnerable, intimidated, persistently targeted or experience serious crime are offered practical and emotional support and guided through the criminal justice process by specially-trained staff. The service has teams made up of both police staff and independent support workers and volunteers.
Emotional Support Service for Victims of Crime and ASB £296,973	Victim Support	Emotional and practical support for victims of crime and ASB. Available both to those who report to the Police and those who do not.
Adult Advocacy Service AVoice £329,467	The Care Forum (lead) working with SEAP and SARI	AVoice is a specialist advocate support service for victims of crime or ASB who require enhanced support relating to mental health, learning difficulties, problems associated with isolation, race, religion or sexuality. Available both to those who report to the Police and those who do not.
Children and Young People Advocacy Service- Young Victims' Service £165,000	North Somerset Youth Offending Team	Young Victims' Service is a specialist advocacy support service for young victims of crime and ASB up to the age of 18 and victims of crime and ASB aged 18-25 where additional needs are identified. Available both to those who report to the Police and those who do not.
Independent Sexual Violence Advisors (ISVA) Service £194,580	Safelink (Missing Link)	Specialist advocate support for victims of rape or sexual assault, available both to those who report to the Police and those who do not.
Modern Slavery Support Service £39,854	Unseen UK	Specialist support service (in pilot) focusing on the needs of victims of modern slavery before engaging in nationally commissioned services as well as the period after that support ends. Available both to those who report to the Police and those who do not.
Community Safety Grant £600,841	Individual Grants issued to the 5 Community Safety Partnerships	Supporting various Community Safety projects which contribute towards delivery of the PCC's priorities. Examples include domestic abuse services, hate crime services, One Team approaches.
Youth Offending Team Grant £237,037	Individual Grants issued to the 5 Youth Offending Teams	Support varies but includes specialist substance misuse services, restorative justice work, early intervention projects to prevent youth offending.

Drugs Intervention – AIRS £724,701	Swanswell	Service supporting individuals at the point of arrest whose offending is linked to substance or alcohol misuse.
Sexual Assault Referral Centre (SARC) £225,995	University of Bristol Hospitals Trust Co-commissioned with NHS England who are the Lead Commissioner.	Specialist medical and forensic services and support for victims of sexual assault.
Appropriate Adults Service (2 operate: 'Avon' and 'Somerset') £17,882	Brandon Trust (Avon) (£12,282) and Somerset Youth Offending Service (Somerset) (£5,600)	Service to support and safeguard the welfare and rights of vulnerable adults detained or interviewed by the police.
West of England Child Sexual Exploitation Victim Identification and Support Service £55,000	Support element of a two year pilot project delivered by Barnardo's (PCC contributes to total budget of £2.2m)	Project is funded by Avon and Somerset and Wiltshire and Swindon PCC, local authorities and the Home Office Policing Innovation Fund. It aims to enable the further improvement of local responses to CSE and lay the foundations for a sustainable and effective suite of CSE services into the future.
Restorative Justice Delivery Service £153,000	Neighbourhood Justice Team Bristol Mediation SARI Somerset Community Justice Partnership	Grant for delivery partners to establish face-to-face processes for the delivery of restorative justice across Avon and Somerset.
Cinnamon Network £34,500	Cohort of faith based groups	Delivers active citizens and social action projects in partnership with crime reduction agencies.
Commissioner's Community Action Fund £200,000	Various Community Groups and Voluntary Organisations	Grants up to £5,000 made available to initiatives that support PCC priorities.
TOTAL: £5,590,830		

Annex Two: Summary of Performance

		Indicator	Source	2012/13 Baseline	2014/15 Position	2015/16 Position	Current Nat Position	2016/17 Ambition	On Track?
Core Policing	1a.	Prevent, reducing and investigating crime	HMIC PEEL Assessment	n/a	Good	Requires Improvement ⁱ	n/a	'Good' – 'Outstanding'	X
ASB	2a.	Tackling Anti-social Behaviour	HMIC PEEL Assessment	n/a	Good	Good	n/a	'Outstanding'	✓
	2b.	Satisfaction amongst victims of ASB	Police Victim Survey	81%	81%	75%	n/a	In line with crime	X
	2c.	ASB cases fully resolved	Police Victim Survey	38%	58%	49%	n/a	Year on year increase	X
Domestic and sexual abuse	3a.	Supporting vulnerable victims of domestic and sexual abuse	HMIC/Local Assessment	n/a	Requires Improvement	Requires Improvement ⁱⁱ	n/a	'Outstanding'	X
	3b.	Reported sexual violence and domestic abuse	Police recorded crime & incidents	20,336	26,308	30,207	31/43 ⁱⁱⁱ	Year on year increase	✓
	3c.	SSO investigations fully resolved	Police recorded crime outcomes	34%	33%	17%	40/43	Top 10 nationally	X
Burglary	4a.	Satisfaction amongst victims of burglary	Police Victim Survey	92%	91%	88%	34/43	Top 10 nationally	X
	4b.	Burglary reduction	Police recorded crime	12,174	10,783	11,826	25/43	Top 10 nationally	X
	4c.	Burglary investigations fully resolved	Police recorded crime outcomes	12%	12%	6%	41/43	Top 10 nationally	X
Improving road safety for all road users	5a.	People Killed / seriously injured on Avon and Somerset's roads	Department for Transport	471	497	484 ^{iv}	3/43	Top 10 nationally	✓
	5b.	Residents feeling that speeding traffic is a problem in their area	Police and Crime Survey	n/a	34% ^v	37%	n/a	Reduction	X
	5c.	Quality of investigation – road injury collision	HMIC / Local Assessment	n/a	n/a	Increasing ^{vi}	n/a	Increase	✓
Putting victims first	6a.	Supporting vulnerable and repeat victims of crime and ASB	HMIC / Local Assessment	n/a	n/a	Requires Improvement ^{vii}	n/a	'Outstanding'	X
	6b.	Satisfaction amongst victims of crime	Police Victim Survey	87%	84%	78%	40/43	Top 10 nationally	X
	6c.	Successful Criminal Justice Outcomes	CPS Court Outcome Data	85%	80%	83%	12/43	Top 10 nationally	X
Connecting Police with local people	7a.	Increase community involvement in delivering aspirations of the plan	Local Assessment	n/a	Increasing	Increasing ^{viii}	n/a	Increase	✓
	7b.	Resident awareness of opportunities to 'Have Your Say'	Police and Crime Survey	39%	38%	39% ^{ix}	n/a	Increase	X
Openness and transparency	8a.	% feeling confident in the police	Crime Survey for England & Wales	71%	76% ^x	77%	27/43	Top 10 nationally	X
	8b.	Achieving fairness and legitimacy	HMIC PEEL Assessment	n/a	Requires Improvement	Good	n/a	'Good' – 'Outstanding'	✓
Delivering Value for Money	9a.	Delivering efficiency	HMIC PEEL Assessment	n/a	'Outstanding'	Good	n/a	'Good' – 'Outstanding'	✓
	9b.	Achieving balanced budget by 2018/19	Constabulary Financial Position	-£62m	-£23m	-£5m ^{xi}	n/a	+/-£0m by 2018/19	✓

ⁱ HMIC found ASC to be 'good' at preventing crime and anti-social behaviour, and keeping people safe; 'requiring improvement at investigating crime and managing offenders'; 'requiring improvement in protecting vulnerable people from harm, and in supporting victims'; and 'good' at tackling serious and organised crime including its arrangements for fulfilling its national policing responsibilities. This generated an overall rating of 'requires improvement'.

ⁱⁱ Key areas for improvement are in the investigations (both quality and timeliness) and in the levels of victim contact. Demand in this area is increasing: reports of domestic abuse for example have increased by 41% in the last 12 months (NB this is considered to be as a result of increased confidence to report crimes and from improvements in adhering to standards of crime recording rather than an increase in domestic abuse itself). The increased demand has impacted on the quality of the investigations and ASC are taking steps to increase the resources (both capacity and capability) to address this.

ⁱⁱⁱ This national position relates to serious sexual offences only.

^{iv} KSI data is reported in calendar years rather than in financial years for figures relate to calendar years of 2013, 2014 and 2015. At the time of publication, 2015 data is for the period January 2015-September 2015.

^v Data is only available for the first 3 quarters of the 2015-16 year at time of publication and therefore, to enable comparison, data for first 3 quarters of the 2014-15 has been used.

^{vi} Baseline taken at October 2015 showing a collision report file quality having a pass rate of 24% and prosecution file pass rate of 80%; At March 2015, this had improved to 48% pass rate of collision reports and 55% prosecution file pass rate. Dedicated quality assurance is carried out by Case Assessors and the drop in prosecution file pass rate is attributable to two factors: 1) that standards in the QA process have been improved and therefore files being failed in March 2016 would previously have been passed and 2) changes in VCOP relating to the timing Victim Personal Statements (VPS) should be offered changed with effect from 1 February 2016, increasing the number of file failures where officers did not offer the VPS at the correct point in time. Improvement in file quality is forecast to continue as officers become more aware of the need to offer the VPS earlier and as feedback from Case Assessors on file quality improves future file quality.

^{vii} Lighthouse has helped over 25,000 victims of crime and anti-social behaviour who are vulnerable, intimidated and persistently targeted. The improvement required, identified by HMIC, is the need to improve consistency in identifying vulnerability and a Vulnerability Board has been established to ensure issues heightened in the inspection are addressed.

^{viii} This is a complicated picture. The trend emerging from analysis of the Police and Crime survey indicates that involvement is low but increasing, particularly involvement in Neighbourhood Watch schemes. Historical data held in force around numbers of volunteers and cadets has been assessed as unreliable. Numbers of Special Constables have declined, though involvement in neighbourhood watch schemes and Community Speed Watch groups has increased. From numbers of intelligence submitted to Crime Stoppers, and declining numbers of intelligence submissions captured in the Constabulary's system, it can be inferred that information from the public is reducing (though there is no way to evaluate whether the percentage of quality intelligence is different as a result).

^{ix} Data is only available for the first 3 quarters of the 2015-16 year at time of publication and therefore, to enable comparison, data for first 3 quarters of the 2014-15 has been used.

^x Data is only available for the first 3 quarters of the 2015-16 year at time of publication and therefore, to enable comparison, data for first 3 quarters of the 2014-15 has been used.

^{xi} £5m residual funding deficit needs to be closed by further savings by 2020. The PCC and Chief have an aspiration to overachieve these savings to create investment funding. Budgets for 2015/16 and 2016/17 are balanced.

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AVON AND SOMERSET POLICE AND CRIME PANEL

REPORT OF THE AVON AND SOMERSET POLICE AND CRIME COMMISSIONER

POLICE AND CRIME PLAN 2016-21

16 JUNE 2016

1. BACKGROUND

1.1. The Police and Crime Plan is a statutory requirement for all Police and Crime Commissioners (PCCs) that must be set out the:-

- Commissioner's police and crime objectives
- Policing that the Chief Constable is to provide
- Financial and other resources which the Commissioner is to provide
- Means by which the performance will be measured and reported
- Any crime and disorder reduction grants which the Commissioner is to make.

1.2. The current Police and Crime Plan, issued on 17 March 2015, covers the period until 31 March 2017. Re-elected on 5 May 2016, the Police and Crime Commissioner is required to develop a Strategic Plan for the second term of office. Once adopted, this plan will replace the current plan. This paper is in support of an outline project plan for development of the Police and Crime Plan.

1.3. It is anticipated that the new plan will have a final draft reviewed by the Police and Crime Panel on 20 September and, subject to any amendments made as a result of feedback from the Panel, will cover the period 1 October 2016 – 31 March 2021.

1.4. The Police and Crime Plan will be reviewed regularly and it is anticipated it will be updated on an annual basis in order to ensure that it remains relevant and responsive to key changes in the local and national environment.

2. PRIORITIES

2.1. At this stage of development, the Commissioner's high-level view of priorities for the Strategic Plan is:

Vulnerability - be a fierce advocate for victims and protect the most vulnerable by prevention, support and enforcement, focusing on

- Tackling childhood sexual exploitation, abuse and neglect, including female genital mutilation
- Tackling domestic & sexual abuse and exploitation
- Ensuring that appropriate help and support is provided to people with mental health issues who are in contact with the Police
- Supporting and prioritising victims

- Strengthening and improving your local policing teams** – by making savings to reinvest and making local policing more accessible to local people, focusing on
- Tackling crimes that matter to you, such as burglary, anti-social behaviour and cyber-crime, ensuring that local policing teams respond to local issues
 - Specials, volunteers and neighbourhood watch
 - Ensuring you can easily contact and access the police, including via the 101 service
 - Introducing a communities pledge

- Right people, right equipment, right culture** – focusing on
- Providing suitable ICT including Body Worn Video and effective mobile technology
 - Championing and supporting the representative workforce programme
 - Reforming the complaints system to make it more customer focused

- Working together effectively** - focusing on
- Transforming the criminal justice system into a truly local service in order to make it more speedy and effective
 - Working with other Constabularies and other public sector organisations to share enabling services to make savings to reinvest on priority areas
 - To further develop effective working arrangements with local authorities, fire authorities and community safety partnerships
 - Early intervention and prevention
 - Strengthening opportunities for residents to interact with the police and get further involved in supporting policing

3. RECOMMENDATIONS/DECISIONS

- 3.1. The Panel is asked to note and comment on the outline project plan for development of the Police and Crime Plan for 2016-21
- 3.2. The Panel is asked to nominate a member of the panel to be a member of the Strategic Plan Working Group.

Contact Officer:

Karin Takel, Strategic Planning and Performance Officer
Tel: 01275 816067

Attachments

Annex A – Project Plan for development of the Police and Crime Plan 2016-2021

AVON AND SOMERSET POLICE AND CRIME PLAN 2016-21

DRAFT PROJECT PLAN – VERSION 0.4

1 PURPOSE

- 1.1 The Police and Crime Plan is both a statutory requirement¹ and core planning tool and for Police and Crime Commissioners and should direct and communicate the PCC's priorities during their period in office. The Police Reform and Social Responsibility (PRSR) Act 2011 states that the plan must set out for the period of issue:-
- the PCC's police and crime objectives;
 - the policing of the police area which the chief constable is to provide;
 - the financial and other resources which will be provided to the chief constable;
 - the means by which the chief constable will report to the PCC;
 - the means by which the chief constable's performance will be measured; and
 - any crime and disorder reduction grants the PCC makes, and their conditions.
- 1.2 This paper outlines a suggested project plan for developing the Police and Crime Plan in Avon and Somerset in line with both the statutory framework and national guidance developed by APACE².

2 GOVERNANCE AND OVERSIGHT

- 2.1 A Strategic Planning Working Group (SPWG) will be responsible for overseeing and facilitating delivery of the Police and Crime Plan. It is proposed to support this group with a sub group to develop the performance indicators to be used to evaluate success of the Plan's deliverables, with the chair of the working group being part of the SPWG. The SPWG may also feel a need for a sub group to develop content – need and availability of resources should be assessed and agreed at the first convening of the SPWG (this is proposed as 15 June as part of the PCC-COG meeting). The SPWG will be chaired by the Chief Executive of the OPCC.
- 2.2 The SPWG will comprise the Police and Crime Commissioner and the Chief Constable (either may delegate responsibility), a Police and Crime Panel representative, and representatives from the Constabulary and OPCC. The group will require the following skills and knowledge: strategy development, performance indicator development, insight into area problems and operational approaches to addressing them, commissioning approaches, equality and diversity objectives of the Constabulary, finance and resourcing plans, collaboration arrangements in progress and pending, communications and engagement (including online). The PCC may also wish to involve other representatives such as the Chief or Deputy Chief Fire Officer, other key stakeholders from partner agencies, or members of the public such as a volunteer (e.g. custody scheme volunteer), an existing member of an Independent Advisory Group, or someone with no previous involvement with the Constabulary. An individual member, independent of the OPCC, Constabulary and Panel, is recommended. The decision around membership of the group will have an impact on timetabling.
- 2.3 There will be limited opportunity to arrange meetings where all members of the SPWG could attend. Consultation and development of the plan may therefore be done on a more

¹ Police Reform and Social Responsibility Act 2011 - s5: The responsibility for issuing the plan and determining police and crime objectives is specifically excluded from delegation under s18(7) of the Act

² APACE P&C Plan Guidance: http://www.aspola.org.uk/cache/PDF/Document7122_818195.pdf

virtual and individual basis, with documents and discussion topics distributed to the group, and meetings held as necessary.

- 2.4 The PCC has a statutory duty³ to make the draft Police and Crime Plan available to the Police and Crime Panel for review, giving the Panel a reasonable amount of time to do so. The Panel members will be issued with the draft plan (version 2) in early September 2016 for formal consideration at a scheduled meeting on 20 September (date to be agreed). The panel will, however, remain engaged throughout the development process, which will include oversight of and consultation on the high-level priorities (June 2016) and a first draft (August 2016).
- 2.5 It is proposed to circulate the first draft to the panel in August 2016 and invite comments and recommendations which can then be collated and shared with the panel with an opportunity for final recommendations or to submit a report, rather than convening a panel meeting. The PCC must give regard to any recommendations or report the Panel make.
- 2.6 The PCC must have regard to any guidance issued by the Secretary of State as to how their duty is to be complied with. The PCC must also have regard to the Strategic Policing Requirement (SPR) issued by the Secretary of State. The Police and Crime Plan will include a succinct overview of current compliance with the requirements of the SPR.
- 2.7 The PCC has a statutory duty⁴ to consult the Chief Constable in preparing the plan and before issuing or varying the plan, and must send a copy of the plan to the Chief Constable. The Chief Constable has a duty to have regard to the plan. Given the Chief Constable will be accountable for delivery of the plan, it is intended to give sufficient opportunity for the Chief to feed into the development of the principles and objectives and to have close oversight of the plan's development.

3 SCOPE

- 3.1 The Police and Crime Plan is primarily a strategic planning document setting out the Police and Crime Objectives and desired outcomes for delivery across a number of priority areas. The document will not necessarily contain specific detail with regard to the projects and services that will support the delivery of these objectives or particular strategies for delivery.
- 3.2 The Police and Crime Plan will span the PCC's term, running up until the end of the financial year of the next term (31 March 2021). The plan may, however, be varied or refreshed at any time, subject to consultation with the Chief Constable and review by the Police and Crime Panel. It is anticipated that the Police and Crime Plan will be refreshed on an annual basis to reflect cyclical planning and commissioning arrangements.
- 3.3 The Police and Crime Objectives will be set primarily at a force-wide level, with the anticipation that the core objectives will be relevant and applicable to some extent to all policing and community safety areas. Additional district-specific objectives would be included within local plans – the plan and timetable for these will be decided following appropriate consultation and partner engagement that will commence at the workshop on 20 June.
- 3.4 It is proposed that locally tailored plans are prepared following development and finalisation of the main strategic police and crime plan. This proposal is made based on learning from the first PCC term. A later development of local plans will give greater opportunity to identify key issues and explore in detail how to co-ordinate a multi-agency

³ PRSR Act 2011 – s5(6)(c), s28(3)(a), s28(3)(b)

⁴ PRSR Act 2011 – s5(6)(a), s5(8), s8(2)

response to address them, and to synchronise plans with the commissioning cycle. We will offer to each Community Safety Partnership the opportunity to have a joint local plan, maximising opportunity for successful delivery. Local plans would therefore be published after September 2016 but ahead of the end of the financial year (date to be agreed).

4 TIMESCALE AND APPROACH

4.1 Timescales for issuing the main plan are subject to a range of statutory and practical considerations. The PRSR Act 2011 determines that the plan must be issued 'as soon as practicable' after the PCC takes office (and certainly before the expiry of the current plan, April 2017).

4.2 The Plan will be developed in four key phases (with Phase 2 and 3 running in parallel):-

Phase 1: Develop High-level Priorities: The Office of the Police and Crime Commissioner will develop, in consultation with the Chief Constable, a set of high-level priorities. This will be shared at COG planning on 25 and 26 May. Following this, the OPCC will develop a paper for the Police and Crime Panel that will outline these and the project plan for developing the Police and Crime Plan. This will be informed by:-

- The elected PCC's Manifesto: setting out the primary PCC commitments
- The Police and Crime Needs Assessment: comprehensive overview of key issues, needs, risks and threats with regard to crime and community safety across the area.
- Commissioning, Resource and Budget Profiles: review of commissioning options, Medium Term Financial Plan and Value for Money profiles
- Consultation and Engagement findings: collation of existing knowledge and information.

4.3 The Police and Crime Panel paper will be completed by the beginning of June 2016 and submitted to the Police and Crime Panel and key partners for comments and feedback. On 20 June, a workshop will be held with police and partners to agree a shared vision, objectives and approach for developing the plan. This will also commence official stakeholder consultation.

4.4 **Phase 2: Draft Police and Crime Plan:** A draft plan will be developed by the Office of the PCC. As shown in Appendix 2, this will build upon the Principles and Objectives paper, and include:-

- Police and Crime Objectives
- Details of the Avon and Somerset policing area
- Resources provided to the Constabulary
- Governance arrangements and how performance will be assessed
- How information will be made available to Avon and Somerset residents
- The services the Commissioner will provide or arrange to support crime and disorder prevention or to support victims and witnesses of crime and anti-social behaviour
- Details of grants and their conditions

- Collaboration - in place and planned.
- 4.5 The Draft Police and Crime Plan (V1) will be reviewed by the SPWG in the summer 2016 and submitted to the Police and Crime Panel and key partners for comment. The document will also be published on the OPCC website to offer opportunities for all stakeholders (includes general public) to provide comment.
- 4.6 **Phase 3: Consultation:** The draft Police and Crime Plan documents will be subject to partner, community, and other stakeholder consultation from the end of June until mid-August 2016. It is anticipated this will include:-
- Community Safety Partnerships, the Local Criminal Justice Board and Police and Crime Panel consultation
 - Workforce e-consultation activity with officers and staff
 - District-level consultation with local communities and partners (will provide opportunities to highlight more locally-specific issues for consideration when developing local plans)
 - Independent Advisory Group consultation and equality analysis which considers the impact of the plan and objectives on residents and service users in the local area.
- 4.7 **Phase 4: Final Plan:** A revised draft will be issued in early September. This will be reviewed by the Police and Crime Panel on 20 September (date to be agreed).
- 4.8 It is recommended that the plan is refreshed and updated on an annual basis to reflect planning, business and commissioning cycles, and progress against it reviewed at regular intervals (quarterly). Any supplementary documentation, developed at a later stage, would be subject to the same frequency of review.

5 FORMAT

- 5.1 The PCC will issue the Police and Crime Plan in three formats (with the latter two being produced after the full plan is developed).
- **Full Police and Crime Plan** This document is aimed primarily at service providers including the Constabulary and other statutory partners and sets the framework for governance and delivery during the PCC's term in office. The full plan will be available in hard copy and electronic / web enabled formats.
 - **Police and Crime Plan Summary** This will be public facing and provide a summary of the PCC's Police and Crime Objectives alongside other useful information, such as contact details and 'how you can get involved'. The summary can be made available electronically and by in leaflet (A5) and poster-size.
 - **District-level Plans (number to be agreed)** This document will be public facing and set the overarching force-wide objectives in a district-level context. This may include for example, more locally-relevant images, objectives and budgetary information. The district level Police and Crime Plan summaries will be available electronically and in booklet form.
- 5.2 Appendix Two sets out a proposal for the structure of the Police and Crime Plan. This will need to be discussed and agreed by the SPWG.

APPENDIX 1. PROPOSED TIMELINE: DEVELOPING THE DRAFT PLAN

Date	Milestone
25/04/16 – 27/05/16	Immediate practical preparations <ul style="list-style-type: none"> - Area profile – about Avon and Somerset - Resources: our resources and how they are used - Strategic Policing Requirement compliance - 'Useful information' – How you can contact us, how you can contribute - Branding and design – Cover, objectives, district artwork, map - Principles and Objectives - Victims and vulnerable people – evidence base, achievements and activity - Updates and feedback mechanisms – performance, review (noting current governance arrangements) - Agree membership of SPWG.
09/05/16 – 18/05/16	Draft High-level priorities
16/05/16 – 18/05/16	Consultation with Chief Constable on high level priorities
25/05/16 – 26/05/16	COG Planning discuss high level priorities
09/06/16	Paper deadline Police and Crime Panel (High-level Priorities and Project Plan)
15/06/16	First SPWG meeting – steering and discussing need and feasibility of working group to develop content of the plan. Held as part of PCC-COG meeting
26/05/16 – 19/06/16	Preparation for Stakeholder Engagement Session
20/06/16 or 24/06/16	Stakeholder Engagement Session to agree shared vision and objectives Start of Stakeholder consultation
16/06/16	Police and Crime Panel review high-level priorities and project plan
01/07/16 (TBA)	Strategic Planning Working Group review outputs from workshop
Consultation commences by 24/06/16 and ends 12/08/16 = 6 + weeks) Website information available from 28/06/16	Consultation with stakeholders Stakeholder engagement session (20/06/16) Proposal for police officers and staff: Invite comments to high-level priorities and plan as it develops. Made available on Constabulary intranet/link to OPCC site. Proposal for public: Invite comments to high-level priorities and plan as it develops. Made available on Constabulary intranet/link to OPCC site. To be discussed and agreed by SPWG: Webchat jointly hosted by PCC and CC – date to be arranged Area Commanders give a virtual briefing to be cascaded at briefings Julian Kern to do similar to HQ police staff (officers welcome One public event per District (ie 3); and document to be made available at PACT meetings IAG – circulate to members, specific meeting to discuss equalities objectives
28/06/16 – 11/07/16	Analysis of consultation responses
06/07/16	Criminal Justice Board – opportunity to feed into plan development
01/07/16 – 18/07/16	Draft V1 developed

20/07/16	Draft V1 of Police and Crime Plan circulated to SPWG alongside consultation analysis
22/07/16	Community Safety and Commissioning Group – opportunity to feed back on analysis of consultation responses.
27/07/16 (TBA)	Strategic Planning Working Group review V1 and consultation analysis (including verbal update on CSCG meeting) and approve issue to Panel
01/08/16	Draft v1 of plan emailed to Police and Crime Panel, panel invited to comment
12/08/16	Comments from Panel collated and circulated
15/08/16 – 19/08/16	Panel have opportunity to present recommendations as report
12/08/16	Consultation stops. Analysis completed.
15/08/16 – 01/09/16	V2 drafted
02/09/16	PCC and CC approve V2 for issue
06/09/16	Paper deadline Police and Crime Panel – review of draft Plan Copy also issued (e-copy) to partners for information
20/09/16	Police and Crime Panel review draft Plan
21/09/16 – 23/09/16	Consultation with Chief Constable re. any variation
21/09/16 – 04/10/16	Preparation of response to Police and Crime Panel report/recommendations
w/c 10/10/16	Finalise and publish web copy of Police and Crime Plan Publish response to Police and Crime Panel report / recommendations
w/c 17/10/16 -	Print run of Police and Crime Plan. Distribution of Police and Crime Plan.
09/01/17 – 20/01/17	First review of Police and Crime Plan (and thereafter reviewed quarterly – April, July, October, January).

APPENDIX 2 – POLICE AND CRIME PLAN: PROPOSED FRAMEWORK

A. Cover Artwork – Force wide

B. Foreword and Introduction

- Introducing the PCC - vision and approach of the PCC

C. PCC Strategic Priorities and expected Outcomes

- Police and Crime Objectives – high-level overview

D. Roles and Responsibilities. Governance Arrangements. Community Involvement

- Purpose of plan and period of issue
- Roles of key people – PCC, CC, Partners – Public
- Reference to Personal Responsibility at all levels (link to Leadership)
- Opportunities for public to support plan delivery

D. PCC Strategic Priorities: Objectives, Activities and Accountability

- Coverage of objectives, activities and accountability for key areas of
 - Vulnerability
 - Strengthening Local Policing
 - Supporting Chief Constable to maintain an effective workforce
 - Strengthening Partnership Working

E. Legitimacy

- Objectives around Legitimacy including oversight of the Equality Objectives PCC will hold CC to account for delivery against (link to PEEL Legitimacy)

F. Collaboration

- Details of interdependent partnership policies, protocols and strategies. Details of approach and key local, regional and national collaboration activity
- Details of how they have had regard to the Strategic Policing Requirement (capacity and capability) to safeguard against the tier 2 and 3 threats to regional and national security.

G. Resources

- VFM intro and link to PEEL efficiency
- The Medium Term Financial Plan and core strategies (Estates, IT)
- Revenue and Capital budgets and core assets
- Workforce / Service Strength
- Details of any specific crime reduction grants
- Demonstrable link between the police and crime objectives and the resources allocated and VFM summary

H. Performance and Outcomes

- Continuous Improvement and link to Constabulary CI plan and CIF
- Coverage of assurance activities – what, how, who, when
- Link to PEEL effectiveness and following up of HMIC and other inspection recommendations
- Performance Measures agreed – Constabulary and other partners (e.g. grant recipients)
- Details of where this information can be monitored.

Appendix One. Profile of Avon and Somerset

- Geographic (map) make up – districts, local authorities
- Demographic make-up – population, recognition of diverse groups with specific and diverse needs
- Agencies, roles and responsibilities – Community Safety and Criminal Justice landscape

Appendix Two. Reminders, References, Useful Information

- Opportunity to communicate responsible use of 999/101 and officer mobile numbers, to promote other communication channels
- References section (if required)
- Useful information around accessible formats, crimestoppers information etc.

AVON AND SOMERSET POLICE AND CRIME PANEL

16th June 2016

Title: Appointment of a Strategic Alliance Task Group

RECOMMENDATION

The Panel is invited to:-

1. Formally appoint a Strategic Alliance Task Group;
2. Confirm the Panel Membership:-
Councillor Ashton, Councillor Brown, Councillor Wale, Councillor Weston and Independent Member Andy Sharman.
3. Consider next steps

Summary

1. Police and Crime Panels across the country are meeting more frequently than originally envisaged by the Home Office, reflecting the need for additional meetings in order to meet the extensive statutory requirements and key responsibilities.

There is an expectation that Panels will have started to undertake extra work in addition to the key statutory duties. Most Panels surveyed are now actively engaging in 'proactive' scrutiny work. This is detailed work investigating issues of priority to both the local area and the Police and Crime Commissioner and can be regarded as supportive of the Commissioner's policy development process.

Increasingly, Panels are addressing the growing trend for forces to collaborate. These developments bring a range of challenges for Panels and a natural progression for Panels in meeting these governance challenges is to share work programmes to identify areas of mutual interest.

At its 8th February 2016 meeting, the Panel resolved to form a Task Group and align with Wiltshire Police and Crime Panel to support the delivery of the Strategic Alliance between Avon and Somerset and Wiltshire. Task Groups are generally established on a time-limited basis, to focus on a specific task and present its findings and recommendations to the Panel.

Update since the last meeting

2. A number of Panel Members attended an initial briefing from the Commissioner on 25th April 2016. The Programme Director, Assistant Chief Constable Julian Moss, will also be briefing Wiltshire members on the 7th June 2016 and this will be attended by Councillor Mark Weston.

Diary commitments have prevented Panel Members from Avon and Somerset and Wiltshire Panels from coming together to agree the scope and objectives of the task group. This will be arranged as soon as possible and the objectives that emerge from this meeting will inform the role and purpose of the Task Group, frequency of meetings and desired outcomes.

Recommendation

3. The Panel is invited to formally appoint a Joint Strategic Alliance Task Group, confirm the Panel Membership and consider next steps.

Agenda Item No: 16

Police and Crime Panel Work Programme – 2016/17

<p>16th June</p>	<ul style="list-style-type: none"> • Review of Commissioner’s annual report • Police and Crime Plan – proposed development and opportunities for joint working • Strategic Alliance Task Group (new standing item)
<p>20th September</p>	<ul style="list-style-type: none"> • Formal Scrutiny of the Police and Crime Plan • Scrutiny of performance/delivery against the Police and Crime Plan – see below* • Policing and Crime Bill – implications for complaints function (revised Complaints Protocol) • Chief Constable six monthly presentation - tbc
<p>21st October</p>	<p>Training for new members</p>
<p>23rd November (Police Headquarters)</p>	<ul style="list-style-type: none"> • Budget Training • Police and Crime Needs Assessment session
<p>15th December</p>	<ul style="list-style-type: none"> • Budget and precept scrutiny preparation/consultation • Scrutiny of performance/delivery against the Police and Crime Plan - see below* • Strategic Alliance Task Group
<p>8th February</p>	<p>Budget and Precept Scrutiny</p> <ul style="list-style-type: none"> • Formal scrutiny of Budget and Precept • Scrutiny of performance/delivery against the Police and Crime Plan – see below* • Strategic Alliance Task Group • Panel costs report • Panel Annual Report

15th March	<ul style="list-style-type: none"> • Chief Constable six monthly presentation • Police and Crime Plan – half year review • Scrutiny of performance/delivery against the Police and Crime Plan – see below* • Panel Costs report

**Proactive work/investigation of strategic priorities :-*

Burglary scheduled for 20th September.

Cyber Crime – to be scheduled and other areas to be scheduled following consideration of new priorities and formalisation of link member roles

AVON AND SOMERSET POLICE AND CRIME COMMISSIONER'S OFFICE

AVON AND SOMERSET POLICE AND CRIME PANEL

16 JUNE 2016

REPORT OF THE CHIEF EXECUTIVE

COMPLAINTS AGAINST THE POLICE AND CRIME COMMISSIONER

PURPOSE OF THE REPORT

1. To provide members of Avon and Somerset Police and Crime Panel with oversight of all complaints made against Avon and Somerset Police and Crime Commissioner, for scrutiny of the initial handling by the Chief Executive of Avon and Somerset Police and Crime Commissioner's Office.

BACKGROUND

2. Avon and Somerset Police and Crime Panel (the Panel) is the Appropriate Authority to handle complaints against the conduct of 'Relevant Office Holders', being Avon and Somerset Police and Crime Commissioner (PCC) and Deputy PCC if one is appointed, according to statutory regulations of the Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012 and as referred to in the Police Reform and Social Responsibilities Act 2011, section 31 and schedule 7.
3. However, the initial handling, which includes categorisation, recording decision-making, referral of criminal allegations to the Independent Police Complaints Commission (IPCC), disapplication decision-making, and responding to the complainant in the first instance, has been delegated by the Panel to the Chief Executive in the Office of Avon and Somerset Police and Crime Commissioner, with scrutiny and oversight of all complaints and any escalation for informal resolution, remaining with the Panel.

SUMMARY OF COMPLAINTS RECEIVED

4. There has been one complaint since the last report against the *conduct* of the Police and Crime Commissioner ('conduct' including acts, omissions, statements and decisions (whether actual, alleged or inferred)). This specific complaint was escalated, handled and finalised by the Police and Crime Panel, with a completion date of 28 April 2016. All complaints to date have had Panel oversight, including those solely handled by the Panel.
5. All complaints to date have had Panel oversight, including those solely handled by the Panel.
6. Please refer to the summary table in Annex 1.

7. All complaint files are available at the office of the Police and Crime Commissioner for viewing by the Panel, if requested. Live complaint files are available at the Police and Crime Panel meeting. The document retention period is in accordance with the published Record Retention Policy and this is currently eight years.

EQUALITY IMPLICATIONS

8. There are no equality implications arising from the handling of complaints against Avon and Somerset PCC. The protected characteristics of complainants are not necessarily known, and all complaints are logged and published in an open and transparent manner.

COMPLAINTS AGAINST AVON AND SOMERSET POLICE

9. The OPCC were asked by the Panel to provide a summary of their work in relation to police complaints. All complaints against the Police from the public which are received by the PCC are forwarded to the Constabulary (to the Chief Constable's staff office unless a single point of contact is already known and dealing with the issue). In these cases the Constabulary usually handle the contact and reply directly to the complainant, but in some instances, such as contacts from MPs, Local Authorities, Councillors or high media risk correspondence, the Constabulary are asked to provide comments to the PCC so that the PCC can reply directly to the contactee. Complaints received against the Police are monitored by the PCC on a single case basis until finalisation/completion, which is one of the roles of the PCC.
10. The PCC interacts with the Professional Standards Department (PSD) and Chief Constable to ensure that complaints against the Police handled according to the current legislation, including the Police Reform Act 2002 (as amended); complaints and conduct regulations; and Independent Police Complaint Commission (IPCC) Statutory Guidance.
11. The two elements of high importance are:
 - Police integrity – the Standards of Professional Behaviour and Code of Ethics;
 - The open and transparent handling of complaints against the Police.
12. The PSD ensures that this happens by handling public and internal complaints against the Police; investigations into possible corruption; handling of small cash claims made against the Constabulary; and keeping registers of business interests and agreed and rejected Gifts and Hospitality. The PSD provides advice and assistance to District/Departmental Officers when they are conducting local complaint investigations. PSD's Counter Corruption Unit (CCU) undertake investigations into public and internal complaints against the conduct of Police Officers or Staff. The CCU is an intelligence-led unit focusing on identifying criminal wrong-doing or corruption. CCU is based at HQ Portishead and also runs a confidential (optionally anonymous) corruption, bullying and harassment reporting and helpline. The PCC regularly reviews the handling of each report received by CCU through the confidential line.
13. The PCC is statutorily required to exercise all the Elected Local Policing Bodies powers and duties in relation to: handling complaints and conduct

matters against the Chief Constable¹; monitoring the work of the local Constabulary's PSD and monitoring the Constabulary's recordable complaints procedures - both conduct and 'direction and control' (policy, procedures and processes, including 'quality of service' complaints) - and working with the Constabulary to improve relevant processes²; ensuring that the lessons learnt from complaints and claims lead to improvements in service; having regard to any guidance issued by the Home Secretary or the Independent Police Complaints Commission (IPCC) on complaints or disciplinary matters³; adhering to the powers of the IPCC, providing all information required⁴ and fostering a good working relationship with IPCC staff; monitoring the application of Conduct Regulations and the work of the Misconduct Panels; the appointment of independent people to sit on Misconduct Hearing Panels (the PCC has a statutory duty to maintain a list of independent people); and administering Police Appeal Tribunals (PATs), including the appointment of the panel⁵.

1. Police Reform Act 2002 s13 / Schedule 13;

2. Police Act 1996, s83 & s87. Police Reform Act 2002 s14(2) & s15(2);

3. Police Act 1996, s83 & s87. Police Reform Act 2002 s22;

4. Police Reform Act 2002 s17;

5. The Police Appeals Tribunal Rules 2012 as amended.

14. The Police Reform and Social Responsibility Act 2011 gives PCCs the **power to intervene** if the PCC is dissatisfied with the process undertaken by the Constabulary. As stated in the IPCC Statutory Guidance:

Where it appears to a local policing body that the chief officer of the force he or she maintains has not complied with an obligation under Part 2 of the Police Reform Act 2002 or has contravened an obligation, the local policing body may direct the chief officer to take whatever steps the local policing body thinks appropriate. The chief officer must comply with any directions given in such circumstances by the local policing body.

15. There are opportunities for the PCC to have an enhanced role in the complaints system in future under the arrangements outlined in the Policing and Crime Bill 2015-16 (currently at the report stage in the House of Commons) which are likely to take full effect at the end of 2017.
16. The PCC also interacts with the IPCC regarding certain aspects of complaints, including referrals of complaints against the Chief Constable when assessed as appropriate; if a complaint against the Chief Constable is appealed by a complainant to the IPCC; regarding IPCC independent investigated complaints against the Police; Office of the PCC referrals of complaints against the PCC when assessed as appropriate in the overall monitoring of complaints against Avon and Somerset Police and within the PCC's strategic governance role in having oversight of the Constabulary.
17. With the aim of openness and transparency, the PCC instigated the Independent Residents' Panel (IRP) in June 2013 as a public scrutiny panel to review completed complaints against the Police. This panel has been replicated by other PCCs as good practice and within the principles of the Data Protection Act. The Panel feedback and PSD response report is published on the PCC's website after each complaint case review session.

18. Some public complaints against the police or internally investigated conduct matters (without a public complainant) result in a case to answer for gross misconduct. This requires a Misconduct Hearing to be initiated, with a Legally Qualified Chair, Senior Officer/Staff member and Independent Person (selected from a list held by the PCC) sitting on a Misconduct Hearing Panel. Misconduct Hearings are in public unless the Chair considers that there are exceptional circumstances. If the Panel's sanction, delivered by the Chair, is dismissal then the dismissed Officer (or Special Constable) has the right to appeal. The PCC manages the whole Police Appeal Tribunal administrative process and a Legally Qualified Chair as well as a Chief Officer from an external Force, plus a retired Officer from another Force sit on the Tribunal Panel, which is in Public unless there are exceptional circumstances deemed by the Chair.
19. An additional aspect of the PCC's support for openness and transparency regarding complaints against the Police is the publication of notes from the monthly Professional Standards portfolio meeting with the Deputy Chief Constable, who is the lead Officer for Professional Standards.

RECOMMENDATIONS

20. Members are asked to review and comment on this complaints report and to advise of any recommendations or requests for informal resolution through the statutory process of escalating complaints against the PCC to the Panel.

JOHN SMITH
CHIEF EXECUTIVE

REPORT TO: AVON AND SOMERSET POLICE AND CRIME PANEL

Date: 16 Jun 2016

No.	Date rcvd / log no.	Summary	Recorded?	Handled by	Outcome	Live or Closed
22.	15/03/16 / 14544	Allegation of failings and lack of support from the PCC. The allegation included that there were reprisals from the Employer after the complainant made 'Protected disclosures'.	Yes	The Panel	Immediately sent by the CEO to the Police and Crime Panel due to the complaint being about correspondence where the CEO and staff were involved. Panel finalisation: Not substantiated on 28/04/16.	Closed