

AVON AND SOMERSET POLICE AND CRIME PANEL

COMMISSIONER'S UPDATE REPORT

8 FEBRUARY 2017

The following briefing provides an update for Panel Members on key activities since the last Panel meeting on 15 December 2016.

Avon and Somerset Police and Crime Plan

Work is ongoing to finalise Delivery Plans against each priority, performance measures and assurance activity with respect to the new Police and Crime Plan. Performance against the plan will be published at the following link: <http://www.avonandsomerset-pcc.gov.uk/Openness/Reports-and-meetings.aspx>

Development of Local Plans

Discussions are ongoing with Local Authorities and the respective Community Safety Partnerships to agree next steps in developing Local Plans for top-tier Local Authorities across the Force area. Contributions from Panel Members to support development of local plans would be welcome.

Commissioning and Partnership Working

Criminal Justice Transformation

As Panel Members will recall, the Commissioner has been awarded £190,000 from the Home Office Police Transformation Fund to deliver a whole system review of the local criminal justice service, with the aim to improve the experience of victims and drive locally-tailored service transformation. The proposed review is intended to accelerate and enhance local delivery of national criminal justice efficiency and reform programmes, and take forward new national developments giving PCCs a strengthened role in the governance and commissioning of criminal justice services.

Significant progress has been made since Home Office confirmation of funding on 30 November 2016, as set out below:

Preparatory Work and Engagement of Consultancy Support

- Preparatory work was undertaken by OPCC/Constabulary staff at risk in anticipation of the decision in order to be in a position to progress appointment of consultancy support and project work as soon as possible upon notification of funding.
- The Project Steering Group met for the first time on 2 December 2016 to agree the preferred option for appointment of consultancy support, agree the broad scope of the specification and practical arrangements with respect to initial fieldwork. The Steering Group meets via conference call on a fortnightly basis.
- A specification was issued on 7 December to Behavioural Insights, identified by the Steering Group as the preferred option and enabling a potential direct appointment under a framework, inviting submission of their proposal by 15 December. The specification sets out three phases of work:

- Phase 1: Comprehensive Needs Assessment to confirm and prioritise local issues (by 10 February 2017);
- Phase 2: Deep dive to explore priority issues in greater depth (by 10 March 2017);
- Phase 3: Design work / development of proof of concept (by end March 2017).
- Following receipt of a satisfactory proposal, Behavioural Insights arrangements were progressed for appointment, with the contract effective from 10 January 2017.
- Appointment of the Project Advisor to the PCC (as outlined in the bid), utilising match funding provided by the PCC, was confirmed on 5 January 2017.

Project Initiation and Progress on Phase 1

- An initial meeting was held with the Project Team on 10 January. Significant work was undertaken by OPCC and Constabulary project leads in advance of this meeting to put in place a comprehensive programme of interviews, visits and opportunities to observe processes such as 'Ride Along' with response officers; custody; charging decisions; case progression; courts (Magistrates and Crown).
- Field work commenced on site on Thursday 12 January and is due to conclude on Wednesday 25 January.
- The Project Team will attend the A&S Criminal Justice Board meeting on 25 January to present initial findings, check and test priority areas for the second phase of work and identify any gaps.

Benefits:

- The project has already been successful in opening doors to opportunities to take forward work following conclusion of the project at the end of March, including opportunities for co-commissioning and the potential to engage in work funded by a charitable trust to support criminal justice devolution during 2017.

Updates will continue to be brought to the Panel as the project progresses.

OPCC Commissioning Budget 2017/18

As Members will be aware, the OPCC wrote to all externally commissioned services and organisations asking them to model the impact of potential reductions in their budget for 2017/18 and put forward ideas for innovative approaches, collaborative working and efficiencies in enabling functions. The intention is to enable investment in areas of increasing demand, with a primary focus on supporting vulnerable victims. This includes securing sustainable funding arrangements for Child Sexual Exploitation services (currently in receipt of significant short term funding via the Home Office Innovation Fund) and the mental health triage project, which is also currently funded only a short term basis.

As reported at the last meeting, recommendations for 2017/18 funding, including the proposal to move to 'Police and Crime Grants' (merging the existing Community Safety Grant and Youth Offending Grant), were approved by the Commissioner at the Police and Crime Board on 10 November. Members will be aware that a process is ongoing to review the Restorative Justice delivery model. Current providers have been given until early February to come up with proposals for a revised service model that delivers savings, increases capacity and delivers high quality RJ. It is intended to take recommendations to

the Police and Crime Board on 1 March 2017 for decision. Current arrangements with respect to Restorative Justice delivery have been extended to 31 May 2017.

Home Office Violence Against Women and Children Transformation Fund

As part of the Home Office Violence Against Women and Girls (VAWG) Strategy, the government has announced changes to the way part of their national funding for this agenda will be distributed. At present, the VAWG Fund contributes to a number of core services across the area: Independent Sexual Violence Advisors (ISVAs), Independent Domestic Violence Advisors (IDVAs) and Multi Agency Risk Assessment Conferences (MARAC). This fund in its current form will cease and be replaced by a VAWG Transformation Fund.

The OPCC is continuing to work with relevant partners who commission the above services to minimise disruption to core services. There is clearly a risk that services currently funded by the VAWG fund may not receive future funding from the VAWG Transformation Fund as the criteria are different. Panel members may wish to note that IDVAs are commissioned by Local Authorities. The ISVA service is commissioned by the OPCC and MARAC processes are currently being reviewed by the Constabulary and Local Authorities partners.

The OPCC will be putting in a number of Expressions of Interest with partners, namely:

- Transformational ISVA service proposals (with NHS England)
- Therapeutic services for victims of sexual violence across Avon and Somerset (with NHS England)
- The PCC will be supporting the MARAC proposal (Local Authority and Constabulary-led)
- A number of other commissioners may be putting in local bids. Where possible the OPCC will be seeking to coordinate with other commissioners.

The next stage will be to receive feedback and progress with the most relevant bids for Avon and Somerset.

Joint Commissioning Work

- The NHS England needs assessment for Sexual Assault Referral Centre (SARC) Services across the South West (Devon & Cornwall, Avon & Somerset, Gloucestershire and Wiltshire) is currently in draft form and will be presented to partners across the South West in the next month.
- The health needs assessment covering liaison and diversion and arrest referral services in police custody across Avon and Somerset is currently in draft form and will be presented to local partners over the coming months.

Future Devolution of Victim Services

As Members will recall, the Ministry of Justice (MoJ) has written to PCCs confirming the intention to consider further devolution of nationally commissioned services for victims and witnesses. A national working group, led by the Association of Police and Crime Commissioners (APCC) and MoJ, has been formed to consider options and provide evidence for Ministers. Membership includes a representative of the Avon and Somerset OPCC and the team will support this piece of work ahead of a Ministerial decision.

The MoJ has extended grant funding to nationally commissioned organisations for the period 2017/18 while options are considered regarding the future model of commissioning national and local services. MoJ grant funding for PCC commissioned services in 2017/18 has now been confirmed following budget settlements for the next financial year.

Avon and Somerset Reducing Reoffending Board

Members will recall that a stakeholder workshop was held on Wednesday 30 November to discuss the creation of an Avon and Somerset wide Reducing Reoffending Board, scope key issues and inform development of a strategy to be taken forward by the new Board. The Board will meet for the first time in February, and will be chaired by the Commissioner for the first year of operation. The Board is being established in order to strengthen oversight and partnership working with regard to the Transforming Rehabilitation agenda.

Mental Health

An evaluation of the control room triage service is planned at the six month point. This is being supported by North Somerset CCG and a report is expected in June. The control room triage service, which sees mental health professionals from the Avon & Wiltshire Partnership Trust based within the police control room, launched in September. The service enables access to relevant health systems, allowing provision of advice, support and guidance to officers across the force area that come into contact with those experiencing mental health crises, ensuring that they receive appropriate care and support.

Partners across the Avon and Wiltshire are currently engaged in a system wide review of S136. The review is being facilitated by the Alexander Group and involves partners and service users from across the system. Phase 1 of the review, looking at the 'as is' situation has just completed with Phase 2 which will look at 'to be' options having just commenced. Governance for this piece of work sits with the Strategic Transformation Plan (STP) board.

Child Sexual Exploitation

Consultation on the commissioning plan for the specialist Child Sexual Exploitation service, which will be jointly funded by the Commissioner and the five Local Authorities across Avon and Somerset, was launched on 11 November <http://www.avonandsomerset-pcc.gov.uk/Take-Part/Consultation-Draft-CSE-Commissioning-Plan.aspx> Consultation will close on 3 February with the procurement process due to formally launch in March 2017.

The West of England project is due to come to an end on 31 March. An interim victim support service, provided by Barnardo's will run for 6 months from 1 April until 31 October to allow the formal commissioning of the future service to take place.

Commissioner's Community Action Fund (CCAF)

Following a subsequent period of closure due to the implementation of the new Police and Crime Plan, the CCAF re-opened for applications on the 3 January 2017. The CCAF runs alongside existing Police Community Trust funds which runs on the following annual cycle:

Application Deadline	Decision Date
1 March '17	End of April '17
1 June '17	End of July '17

1 September '17	End of October '17
1 December '17	End of January '18

Details of all grants awarded are published on the Commissioner's website. It should be noted that the Police Community Trust also holds a general fund and a road safety fund.

Governance, Scrutiny and Inspections

Police and Crime Board

As Members will be aware, the PCC and the Chief Constable agreed to set up a Police and Crime Board which will oversee delivery of the Police and Crime Plan and other performance issues as well as being the forum for formal decision making by the PCC. The Board continues to meet on a monthly basis. The Chair of the Panel will be invited to attend an upcoming meeting to observe the means by which the PCC will be holding the Chief Constable to account. Agendas and notes of the Board meetings are published at the following link: <http://www.avonandsomerset-pcc.gov.uk/Openness/Reports-and-meetings/Police-and-Crime-Board.aspx>

HMIC Inspections

The Constabulary have received 'good' ratings for both the PEEL efficiency and the legitimacy inspections. The report on leadership was also positive. The Joint HMI Custody inspection raised several areas of concern and numerous areas for improvement. Much of what was raised is considered to relate to national issues with many outside of the Constabulary's control. It did, however, confirm that the facilities at Yeovil were not fit for purpose, which is a contributory factor in the decision to close these premises. It is anticipated that the Constabulary will receive a rating of 'requires improvement' for its Crime Data Integrity inspection despite making significant improvement since the last inspection. However the publication of the report has been delayed while HMI carry out a review of the methodology, and therefore the rating may change. The PEEL effectiveness grading has not been confirmed yet, but the debrief following the inspection suggested the result would be positive.

Independent Residents' Panel

The Independent Residents' Panel scrutinise completed complaints against the Police by members of the public. The Panel meet on a quarterly basis and are now in the Panel's fourth year. The PCC appointed (after positive vetting and references) four more members to bring the Panel up to 12 members and also with the aim of returning to a more representative panel, to include people with black and minority ethnicity as well as a young person. The last meeting date was 9 December 2016 and the Panel reviewed completed complaint cases where the complainant had appealed against the outcome. This review selection was a request by the PCC based on the IPCC reports for all Forces and Avon and Somerset Constabulary's report of the number of appeals and percentage upheld by the Constabulary compared to the IPCC. A selection of complaints resolved by the triage/service recovery method, aiming to finalise within 72 hours, were also reviewed.

The Panel's quarterly report of the selected and reviewed complaint records, including a response from the Constabulary's Professional Standards Department, is sent to the PCC to

review as standard practice and assists the PCC in discharging her duty to have oversight of complaints against the Police. The reports are published on the PCC's website at: <http://www.avonandsomerset-pcc.gov.uk/Take-Part/IRP/Independent-Residents-Panel-Reports.aspx>

Out of Court Disposals Scrutiny Panel

The December meeting of the Out of Court Disposals Scrutiny Panel scrutinised cases on the theme of Hate Crime. The theme was selected in order to scrutinise appropriate use of disposals in cases of Hate Crime, revisiting the theme one year on and in view of the reported rise in incidents following the outcome of the EU Referendum in June 2016. The Panel had previously noted the anomaly in national guidance, whereby Conditional Cautions may not be used in cases of hate crime, whereas the lesser disposal of a Simple Caution can be used. The Panel highlighted the missed opportunity in setting conditions to challenge, raise awareness and influence future behaviour.

In addition to cases relating to Hate Crime, the Panel scrutinised cases carried over from the last meeting on the theme of Malicious Communications, one Community Resolution in relation to a Serious Sexual Offence and one Community Resolution in relation to Serious Violence against the Person (in accordance with the Panel Terms of Reference). Of the 32 cases drawn, 21 were scrutinised. Of the cases reviewed, 5 were considered appropriate, 9 appropriate with observations, and 6 were considered inappropriate. The Panel did not reach a consensus in 1 case. The Panel report, together with the Constabulary response to recommendations, will be published at the following link: <http://www.avonandsomerset-pcc.gov.uk/Take-Part/Out-of-Court-Disposal-Scrutiny-Panel.aspx> The Panel will meet in March to scrutinise the use of out of court disposals in cases relating to domestic abuse. The Panel will also consider revised Terms of Reference at this meeting, to reflect changes in Magistrate representation and extension of membership to represent those working with adult offenders.

The OoCD Scrutiny Panel Chair met with the Commissioner in December to discuss concerns at the level of outcomes viewed by the Panel as inappropriate, particularly set against low usage of out of court disposals within the Force area. Work is underway to review and reinvigorate the Constabulary approach to out of court disposals, providing an opportunity to take forward observations and recommendations made since the inception of the Panel particularly in increasing availability and use of interventions by Conditional Caution or on a voluntary basis via other disposals.

Estates Strategy Update

Members will recall that the Commissioner published a revised Estates Strategy at the end of November. This continued the focus on Neighbourhood Policing Teams being located within their neighbourhoods, whilst moving from old, oversized and inefficient buildings to more fit-for-purpose properties. In addition, increased emphasis was put on engagement with local residents and stakeholders and collaborative solutions. The Commissioner has recently announced that the police will be collocating with Avon Fire and Rescue in Nailsea, with West Somerset District Council in Williton, and with Devon & Somerset Fire and Rescue in Yeovil. The Commissioner has also announced that the preferred solution in Taunton is to

collocate with Taunton Deane Borough Council in Deane House. The plans are being discussed at Taunton Deane's Full Council meeting in February.

Commissioner / Chief Constable - Facebook Live Events

Members will be aware that the Commissioner launched bi-monthly Facebook live videos between the Commissioner and Chief Constable in September 2016. The first video had over 3,100 views and reached 9,800 people, topics included hate crime, recruitment and mental health. The second live video in November included discussions on police officer assaults, domestic abuse, modern slavery and police stations and had over 4,200 views. The next Facebook Live event will take place on Tuesday 24 January, and will include discussions on use of tasers, body worn video cameras, fraud and rural crime.

Cyber Crime Update

The Constabulary has recently provided the attached update to the PCC in relation to Action Fraud and Cyber Crime. This is attached for reference, given the Panel's interest in this area and role in assisting to disseminate information to local communities on how to prevent and report cyber-crime and fraud. Please refer to Annex A.

National Update

Home Office Visit – Police Transformation Fund

The Home Office recently visited the OPCC to discuss the future of the Transformation Fund. The Home Office team received updates on the West of England Child Sexual Exploitation project, the Qlik-Sense App (presented to Members at the last meeting), Tri-Force Specialist Operations (including a visit to the Blackrock Firearms Training Facility), and the current Criminal Justice Transformation Project (as detailed above). The future structure of the fund is being considered nationally.

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Annex A – Update on Cyber Crime and Action Fraud

The most recent fraud profile regarding offences of Fraud and Cyber-crime in the Avon and Somerset Area were disseminated from the City of London Police on **9 January 2017**.

This has identified that there has been a **10% increase** of reporting of such offences in ASP area over the previous reporting period (6-months) and equates to 5,273 reports of crimes to Action Fraud, with an economic loss to victims of **£9.5-million**. An assessment of victimology identifies that the majority of victims were **female** and aged between **50 to 69-years** of age.

The situation in ASP is in line with the national reporting picture, which has seen an increase in reporting of fraud offences over the last 6-months. Avon and Somerset is now ranked as 12th highest force for reported frauds (compared to 13th in the last reporting period).

There has been recognition for some time that Fraud and Cyber-crime is increasing and subsequently ASP has been evaluating operational options to address these concerns.

It has been decided that the tried and tested Operation Signature model of vulnerable victim safeguarding will be implemented by ASP, it is planned that this will come into effect on **1st April 2017**. Op Signature has been in place in Sussex Police for a number of years and has been evaluated by HMIC and identified as best practice in the delivery of protective services for vulnerable victims of fraud.

2 new roles have been created at the beginning of Jan 2017, these being 1 X Fraud Protect Officer and 1 X Cyber Protect Officer. These posts are occupied by police staff investigators (not police officers), and sit within the Economic Crime Team (ECT) structure, reporting to the ECT Det Sgt and Digital Investigations Det Sgt. In practice, this means that the 'Protect' officers will have access to the Action Fraud data on a daily basis and will subject the victims who report fraud crimes within the ASP area to a vulnerability matrix, which will identify their need for enhanced protective support. These victims are then referred to the local neighbourhood teams, who will facilitate home visits to victims to provide specialist prevention and education support. A training programme for beat team officers is presently in place to upskill the staff who will be carrying out these visits.

In addition, ASP continues to undertake preventative and educational anti-fraud activity on a rolling basis, making use of a partnership with Get Safe Online and also using Police Support Volunteer initiatives to support the most vulnerable.

These actions will mean that ASP will be well placed to face the future threats from increasing reports of fraud and cyber-crime and able to meet the challenge posed by PCC Priority 1 (protecting the vulnerable).