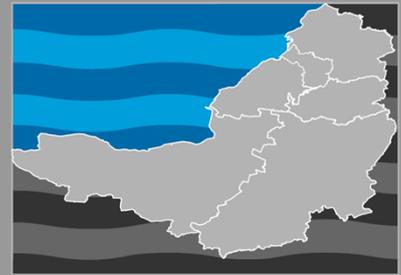


# Avon and Somerset Police and Crime Panel



Hosted by Bristol City Council Democratic Services



**Agenda Item No: 10**

## Minutes of the Police and Crime Panel Monday 14<sup>th</sup> March 2016 at 11.00am

North Somerset Council Offices, Castlewood

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### **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 8<sup>th</sup> February 2016 – for confirmation as a correct record**

**Resolved – that the Minutes of the meeting held on the 8<sup>th</sup> 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 18<sup>th</sup> 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 1<sup>st</sup> 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 16<sup>th</sup> 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**

16<sup>th</sup> June at 11.00am (Weston Town Hall).

(The meeting ended at 1.40pm)

CHAIR