

## Summary of reporting of progress against ‘Everybody’s business’, the Community Safety and Criminal Justice Plan for Hertfordshire 2017 – 2022

The Commissioner’s Annual Report reports on the progress against the actions listed in the Commissioner’s five year Community Safety and Criminal Justice Plan. The Table below only refers to the progress made to achieving those commitments that was completed during the reporting period of this report 2018-2019.

Action	Status in this Reporting Period	Plan Page Number	Report Page Number
<b>Building on Success</b>			
<b>Constabulary Actions</b>			
Ensure that the local policing model in Hertfordshire is maintained and supported by a Safer Neighbourhood Team comprising of warranted police officers, PCSOs and Special Constables	On target	18	8
Contribute to the resources of our National Strategic Policing Requirement, including those to support our understanding and approach to cybercrime and serious and organised crime	On target	18	Investment through precept (8)
Continue to provide alternatives to the criminal justice system for those in mental-health crisis	On target	18	13
Ensure a focus remains on drug misuse etc. and work with partners to reduce illicit and harmful drug use by reducing the demand and the supply of drugs	On target	18	
<b>OPCC Actions</b>			
Ensure joint working with relevant partners to coordinate a joint approach to tackling fraud across the county to protect elderly and vulnerable people; and campaign for responsible authorities to be accountable for the part they play	On target	18	10, 15
Ensure the effective targeting of the community safety funding across the county	On target	18	11
Conduct a review of the Street Triage Scheme and if appropriate, develop a county-wide strategy	Completed in 2017	18	13
Explore the business case for bringing together Hertfordshire Fire and Rescue Service and Hertfordshire Constabulary	Completed	18	26
<b>Putting Victims at the Centre</b>			
<b>Constabulary Actions</b>			
All victims entitled to an enhanced service as specified by the Victims’ Code Of Practice will be assigned their own Case Manager who will coordinate the actions and services of the criminal justice system and ensure an individualised support package to help with their cope and recovery	Completed	27	16
Develop the capability and capacity of victim services to ensure that a victims account of what has happened to them is fully communicated and understood by	In progress	27	17

investigators, prosecutors and the courts. This will include increasing the availability of intermediaries and encouraging the use of Victim Personal Statements			
Ensure greater access to victim services by developing a system of outreach that will allow victims who do not wish to report crime to police can receive information, support and advice	On target	27	17
Put in place specialist vulnerable case workers who will be available to support victims whose experience of crime has been particularly traumatic. This will include partnership working with organisations who specialise in supporting male victims of non-recent sex abuse	Completed	27	14, 15
Expand the domestic abuse county strategy, ensuring equality of access to those victims who are least represented by current services, including male victims and those who have experienced honour based abuse	In progress	27	17
Continue to listen to and respond to the needs of victims by developing the Victims Voice, establishing service user groups and ensuring that entitlements, such as Victims Right to Review are easy to access	In progress	27	17
To work with criminal justice partners to ensure a joined up criminal justice system that delivers value for money for the community and inspires public confidence	In progress	27	18
<b>OPCC Actions</b>			
Exploit all avenues to make best use of digitally enabled technology to remove costs and delays in the judicial system	On target	26	18
Continue to review Community Remedy to ensure that it is responsible and accountable to victims and members of the public in Hertfordshire	In progress	26	28
All victims where the offender has been identified will have the option of Restorative Justice explained	On target	26	14/15
Put in place measures to ensure that all those that work in safeguarding have a 'Certificate of Fitness to Practice'	Not started	26	NPCC have not finalised the Fitness to Practice Certificate
<b>Public Focus</b>			
<b>Constabulary Actions</b>			
Ensure the Code of Ethics continues to be a running thread in all that officers and staff do	On target	39	
Improve how the public contact and interact with police through online reporting tools	On target	39	19
Propose new measures to improve the accessibility of 'in use' police stations to the public	In progress	39	19, 40
Explore proposals to expand the number and type of opportunities available to volunteers including Volunteer PCSOs	On target	39	Proposal agreed outside of reporting year
Ensure that all warranted officers, including Special	Completed	39	31 (scrutiny of)

Constables are issued with a body-worn camera			
Continue to grow the Special Constabulary and in particular, increase the number of Rural Specials	On target	39	20
Develop the Volunteer Police Cadet Scheme to support the transition to becoming a Special Constable	Completed	39	21
<b>OPCC Actions</b>			
Ensure the Constabulary develops a culture of greater transparency and openness to the public through their communications and engagement.	In progress	39	20
Introduce a Customer Services Unit in the PCC's office to manage and resolve low-level dissatisfaction enquiries to improve customer satisfaction	Completed	39	30
Continue to develop crime-prevention advice for the citizens and businesses of Hertfordshire	On target	39	
<b>Offender Pays</b>			
<b>Constabulary Actions</b>			
Ensure that local and regional arrangements continue to make a concerted attack on criminals' assets	In progress	43	23
<b>OPCC Actions</b>			
Allow the public and businesses to have more of a say over Community Payback	Paused	43	Reforms to probation
Continue to seek out opportunities to use revenue generated from offenders to support community safety initiatives and victims of crime	On target	43	23
Explore opportunities to further develop road safety solutions using revenue from offenders	On target	43	24
<b>Business Sense</b>			
<b>Constabulary Actions</b>			
Develop co-location of police and other public services	On target	48	27
Make more efficient use of the police estate and explore whether there are new ways to generate long-term income from those assets which can be used to fund policing	In progress	48	27
<b>OPCC Actions</b>			
Use the legislation available to PCCs to enable closer working between the emergency services	On target	48	26
Study the Devolution Model and use the learning from that to reflect on the role of PCCs as leaders of public services	In progress	48	
Ensure that Business are supported and play their part in keeping Hertfordshire safe	On target	48	28