

MEETING	POLICE AND CRIME PANEL
DATE	13th November 2014
TITLE	Update from the Police and Crime Commissioner for Hertfordshire
SUBMITTED BY	The Police and Crime Commissioner

1. Purpose of the Report

Please find below an overview of my activities since the last Police and Crime Panel meeting.

2. Update

Mental Health Concordat:

The Mental Health Crisis Care Concordat is a national, joint statement published by the Government and signed by senior representatives from organisations committed to improving mental health care. In addition to listing a set of core principles, the declaration includes a national action plan agreed by the organisations who have signed the Concordat.

My office is working together with a range of partners from Health, Acute Services, GP, Housing, Police to implement the principles of the national Mental Health Crisis Care Concordat to improve the care and support available to people in crisis because of a mental health condition, so that they are kept safe and receive the most effective interventions swiftly.

A group of around 25 practitioners held their first workshop on 30th October to discuss the concordat and develop an action plan to address the provision and services for mental health both in the short, medium and long term. It is anticipated that all respective organisations will have signed the concordat by 30th November with working groups set up to take forward actions.

Anti-Social Behaviour, Crime and Policing Bill:

- **Community Remedy**

Police and Crime Commissioners must produce a Community Remedy document for their policing areas which outlines a number of different options for resolving incidents of low level crime or Anti-social Behaviour. The Hertfordshire Community Remedy Menu provides compliance with Part 6 of the Anti-social behaviour, Crime and Policing Act 2014.

The Menu allows victims (should they wish), to have a say in the sanction an offender receives if the crime warrants an out of court settlement. A consultation exercise was undertaken enabling the citizens of Hertfordshire to have an opportunity to contribute to the formation of the menu.

The Office of the Police and Crime Commissioner received over 70 respondents to the consultation which gave citizens a choice of between 30 and 40 options. Citizens voted for three options to be implemented by the Constabulary from October with the remaining options proposed to be implemented in the future:

1. The offender must make financial reparation to the victim
2. The offender signs an agreement such as an Acceptable Behaviour or Good Neighbour Agreement which can include prohibition from taking part in certain activities or staying away from certain places
3. The offender makes a verbal or written apology to the victim

This victim centred approach reflects one of the central tenets of my Police and Crime Plan, *Everybody's Business*, of wanting to see victim-led, neighbourhood approaches to criminal justice. The Hertfordshire Community Remedy Menu ensures the voices of the public and victims of crime are heard loud and clear.

The menu is workable, proportionate and reasonable and will form part of an overarching Restorative Justice Strategy. The Community Remedy went live on 20th October.

Serious and Organised Crime – The role of Community Safety Partnerships:

The national strategy is based on the key framework principles of: **Pursue, Prevent, Protect and Prepare**. The national strategy makes a clear reference to local partnership networks being used to enable a variety of agencies to play their part in tackling serious and organised crime.

Hertfordshire does not have the gangs like we see in Merseyside but it does suffer from cross border criminality given its close proximity to London and good transport links. Most criminality is based around Class A drugs and White collar crimes including credit card fraud.

In consultation with partners, the Commissioner's office will formulate a strategy to ensure that in all areas of the county criminality is being tackled and the strategy becomes embedded as part of normal business.

The local policing model is working well in Hertfordshire and we want to be able to test how well local intelligence is shared and used. A pilot is underway to develop a local Organised Crime Group profile around the core concepts of Pursue, Prevent, Protect and Prepare which outlines how partners are going to disrupt and hinder serious and organised crime. The PCC's office is working with the Constabulary to develop action plans across all the CSP areas.

Commissioning Services for Victims:

The funding for victims' services in Hertfordshire – which will be worth £1.2million a year – is being devolved in stages from central Government to my office starting on 1st October this year. There is therefore an intense programme of work underway to support this increased responsibility and to establish what services are needed for Hertfordshire. From April 2015 I will be responsible for commissioning the majority of emotional and practical support services for victims of crime locally.

The Victims Strategy was on the Commissioner's website for over a month where feedback was received. In addition, the Victims Voice consultation exercise was launched on 1st October 2014:

http://www.hertscommissioner.org/news/latest_news/011014_-_040.aspx

This is an important piece of work and will help shape and inform my office's work on commissioning services for Victims.

It is hoped that the consultation will help to gain insights from victims of crime- whether they have reported the crime to the police or not – telling us about their experiences of services made available to them in Hertfordshire, the quality of those services and perhaps more importantly, any gaps in service provision. I am keen that all victims have an opportunity to participate, so, apart from a web-based survey, people can contact an automated telephone survey, or write to us using a dedicated e-mail address. Tel: 0800 999 7499, contact@victimsvoice-herts.info

My office is really keen to hear from as many victims (and relatives of victims) as possible. To help us, Victim Support have written to 5000 victims of crime inviting them to participate and the survey will also be promoted through OWL. The survey will be on-going until the end of December 2014, however, we will be using insights as they arise to inform provision of specialist services that we now have responsibility to commission.

Restorative Justice

As a development of the Restorative Justice work I have engaged with Hertfordshire University School of Law to help develop the RJ strategy. This continues my victim focussed approach but also engages a well-respected local institution.

Other local Issues

Holding the Constabulary to Account

This is a significant part of my role and over the last few months I have continued to ask for assurances over crime statistics, ensuring that my office attend and scrutinise the police performance meetings. I have also concentrated on and sought assurances on issues such as undercover policing, stop and search, child sexual exploitation and complaint handling.

Her Majesty's Inspectorate of Constabulary (HMIC) continue to pursue a full, and sometimes burdensome level of inspection with Custody, Value for Money and general inspection taking place or being planned for recently. I engage with and receive the reports of all inspections undertaken.

I also closely scrutinise issues and remedial actions where there have been problems, for example in the case of the recent data breach. I see it as my role to ensure that the traditional high standards of Hertfordshire Constabulary are not only maintained but improved, and when issues do occur, to ensure the recovery is handled well and lessons are learnt to prevent recurrence.

Engagement

I continue to visit many areas and organisations in my role to ensure I understand what is happening on the frontline and how people interact with and feel about the Police. My whole day visits to the various Districts are invaluable for this and I have seen some excellent community safety partnership work in all areas of Hertfordshire. I have also now set aside time each week to meet with individual members of the public who have particularly issues they wish to raise with me as Police and Crime Commissioner. This gives me a real opportunity for some in depth discussion and insight.

I will soon be making decisions on the latest round of the Commissioner's Fund which enables local organisations to bid for money to support campaigns and activities that align with my Police and Crime plan.

County Community Safety Unit

The CCSU is an extremely successful partnership between the County Council and Constabulary and includes direct input from Fire and rescue, Trading Standards and Probation. Concentrating on areas such as Drugs and Alcohol, Domestic Abuse and home safety there is much more I believe we can do together. I have already invested more resource into supporting the victims of domestic abuse and believe there is more that can be done through the unit in commissioning victim support as well other preventative measures that can reduce crime.

Blue Light Collaboration:

As the national lead, I chaired the first official meeting of the national working group on 24th September.

National overview

The Police, Fire and Ambulance professional associations are collating final comments on a National Overview document so a base line update can be published. The aim is to release the publication for the 11th November, to coincide with the Blue Light Innovation conference.

Research

An expression of interest to contractors on the Home Office framework has been issued with 20 respondents. This concerns more in depth research into the items identified in the national overview to get to the route of good practice and what works. The research will be a dual approach; deep dive research on some key projects and a survey with telephone follow up interview of all remaining Ambulance Service Chief Executives, Chief Fire Officers, Chief Constables, PCCs and Fire Authority Chairs.

Collaboration knowledge network

Approval has been granted by the Chief Fire Officers Association for the use of their online platform *Communities* to support the collaboration network. There will be a national event which I am proposing to move from January to early March to coincide with the publication of the in depth research. This will allow us to use the research findings to share good practice and look to overcome any identified barriers.

Strategic Alliance Collaboration

An intense programme of work is underway to identify practical opportunities for collaboration across the three police forces of Bedfordshire, Hertfordshire and Cambridgeshire. This builds on the already successful collaborations in operational policing and some supporting functions. The management of such a wide-ranging and complex change programme is challenging and the three Commissioners and three Chief Constables concerned meet frequently to ensure the programme is on track to deliver and that the appropriate professional support is in place. The scope, direction and governance of this programme have been particularly in focus over the last few months and I am lead Commissioner for the part of the programme concerned with Operational Support. Business cases developed within this programme will be subject to close scrutiny by the 6 corporations sole and I am committed to ensuring that decisions are taken on a sound business basis so that future service delivery is efficient and effective, with the needs of the public and victims in particular, a primary consideration.

The Commissioner's office

Progress towards achieving a stable and permanent staff within the office is reported in the separate agenda item.

The Commissioner's website

I am pleased to report that work to improve my website is now well underway following the engagement of a Hertfordshire web development company which will be working with us on a new format with improved navigation and easier access to information.