

Police and Crime Commissioner

for Hertfordshire

MEETING	POLICE AND CRIME PANEL
DATE	12th November 2015
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 activities since the last Police and Crime Panel meeting.

2. GENERAL UPDATE

2.1 Launch of a new Road Safety Fund

The Police and Crime Plan Everybody's Business (2015- 2020) outlines a commitment to supporting a range of projects and initiatives based around the principle of offenders paying for the harm they have caused. This includes undertaking a concerted attack on criminal assets to recover the proceeds of crime, and to utilise the income generated by offenders to pay for initiatives to help victims and communities. The Police and Crime Plan makes a specific reference to ensuring that the public is able to see how income generated from offenders is being spent.

Issues relating to anti-social driving including speeding, driving without a seat belt, the use of mobile phones, and drug and alcohol related driving are frequently raised as concerns by the residents of Hertfordshire. Using the surplus generated from speeding tickets, speed awareness courses, accident reports and court income through the Cameras Tickets and Collisions Unit (CTC) can help to support a range of educational, enforcement and engineering activities to reduce road casualties and deaths, and activities that cause alarm and distress to residents. For Hertfordshire, the surplus generated amounts to £1.3m for the period 2014-2016. Subsequent amounts will be announced annually.

In partnership with Hertfordshire County Council, the Office of the Police and Crime Commissioner will use the Strategic Road Safety Partnership to manage and administer the Road Safety Fund. It is expected that the fund will be launched over the coming months with bids submitted in January / February 2016 and grants awarded to organisations in April 2016. A further update to the panel will be provided in January 2016.

2.2 Hertfordshire's Mental Health Crisis Care Concordat

Since June this year, significant progress has been made to support Hertfordshire's Mental Health Crisis Care Concordat with a range of responsible partners to develop appropriate governance structures to deliver the multi-agency Crisis Care Action Plan.

During the summer, the OPCC and East & North Herts CCG commissioned a consultancy called Resolving Chaos, to complete a short piece of work to map out the crisis care mental health pathways for children and adults in Hertfordshire. They examined good practice within current pathways, areas for improvement and opportunities for reducing acute presentations. The Commissioned work also sought to identify where chaotic and vulnerable service users repeatedly present to services in crisis and suggest alternatives. The key findings from the commissioned review found:

- Waiting times for mental health assessments are taking too long
- Waiting times for beds for those waiting to be detained are taking too long
- There was insufficient health information to aid police decision-making
- Out of hours provision needs a stronger focus and better coordination
- Little knowledge amongst police around mental health and need for more training
- Only one third of those detained under S.136 led to a psychiatric admission and a mental health assessment
- The rate of admissions is high- above the average of 60%
- Whilst Hertfordshire is advanced in piloting work and has met national standards regarding the use of places of safety rather than police cells, it was suggested that there are opportunities for the police to explore additional pathways for service users, such as Turning Point

Findings from the Commissioned research were presented to the Crisis Care Steering Group, the Commissioner's Community Safety Board and Health and Wellbeing Board in September. The findings have been used to develop and shape the Action Plan with specific actions designated to each of the five sub-

groups. Monitoring of progress against actions will be formally reported through the governance structures throughout the year.

2.3 Countywide Community Stop and Search Scrutiny Panel

The Countywide Stop and Search Scrutiny Panel is continuing well with a range of issues brought to the Constabulary's attention on areas where there were inconsistencies in Stop Search practices and justification for grounds for a search. This feedback has been used to help inform and develop officers' training and working practices. Since the panel started in March members have reported seeing an improvement in the number of cases, through their dip sampling, that have led to a positive outcome or arrest. The availability of Stop and Search data for Hertfordshire (broken down to postcode area) on police.uk has further enabled public scrutiny of Stop and Search, enabling comparisons with the most similar group around age, gender, ethnicity and volume.

The OPCC are currently in the process of recruiting more members to join the panel to ensure that it becomes representative across the different demographics- age, gender, ethnicity and backgrounds. Work will continue to seek representation across the county, in particular North Herts, East Herts, Broxbourne, Welwyn Hatfield & St Albans. In March 2016 the scrutiny panel will be producing an Annual Report for the Commissioner's Community Safety Board highlighting the key findings and trends from their dip sampling.

2.4 Launch of a new Countywide Business Crime Strategy

The Police and Crime Plan, Everybody's Business (2015-2020) acknowledged the need to work with businesses across Hertfordshire to help protect themselves from crime, recognising that crime against businesses currently makes up a fifth of all recorded crime, and has a wider impact on the local economy and on individuals both financially and emotionally in relation to staff morale and loss of work time. Following completion of a countywide Business Crime Survey in 2014, a new countywide strategy has been produced setting out how business crime will be tackled.

The strategy sets out a range of measures to support businesses including employing the best crime reduction and prevention measures; supporting and enhancing existing and new business partnerships; encouraging more reporting of crime; increasing prevention advice and its effectiveness, and giving better support to businesses when a crime happens.

Following the launch of the new countywide Business Strategy, an Independent Advisory Group (IBAG) will be set up and work will progress to continue supporting current methods of engagement with businesses (e.g. rural Barn Meets and working with Hertfordshire Chamber of Commerce), and with the county's Community Safety Partnerships.

2.5 Serious and Organised Crime – local profiles

All districts and boroughs have received local profiles for their areas which overlays a range of demographic, deprivation and crime data around Serious and Organised Crime activity and known nominals. Each CSP has identified suitable governance structures for managing the local profiles through their Responsible Authority and Joint Action groups.

Sharing the data on organised crime activity and nominals has already started to show some successful outcomes including:

- Disruption by St Albans leading to an eviction
- Intelligence feedback from Broxbourne regarding addresses/council tax
- PCN and cases against the listed names from Broxbourne

Local profiles have also had a positive effect in leading to further joint multi-agency activity between Trading Standards and Op Manhunt to tackle rogue traders across the county that have featured as OCG nominals. Going forward, it is envisaged that the local profiles will be updated on an annual basis and support the development of Community Safety Partnerships Strategic Assessments.

3. **BEACON VICTIM CARE HUB UPDATE**

3.1 Beacon general update

A significant programme of work continues to support victims. Beacon provides a comprehensive service to victims, whether they chose to report their crime or not, including:

- Updates on Crime
- Practical Support
- Home security
- Contact friends/family
- Completing claim forms
- Victim Personal Statements
- Transportation
- Advocacy
- Emotional Support

Between April 2015 and September 2015 Beacon data showed:

- ⌘ **31,509** crimes recorded in Herts
- ⌘ **28,043** victims
- ⌘ **7,205** priority group victims
- ⌘ **977** receiving enhanced service
- ⌘ **219** victims have been referred over to HHSS
- ⌘ **299** phone calls made to the 0300 Beacon hotline
- ⌘ **2,965*** website visits. Traffic approx. 30 visits per day

As part of the MOJ requirements, Beacon has been promoted using a range of communication outlets including:

- Advertisements in local district magazines (Dacorum Digest, Link, Hertsmere News, Outlook, Three Rivers Times, Horizons, Welwyn and Hatfield Life)
- Radio advertisement- Heart FM – audience of 150,000
- Leaflets and posters and distributed to all the district council offices
- Information available within GP surgeries including waiting room screens

The OPCC also hosted a Beacon Partnership event in September resulting in the establishment of a Beacon Champions Network. 29 organisations have agreed to work with the OPCC to discuss and share best practice, engage in educational events and to support the Beacon centre by offering third party referral pathways and/or offering services to victims of crime. Herts Valleys CCG Community Navigator scheme has also engaged as a service delivery partner.

3.2 Restorative Justice

OPCC have now recruited a RJ Coordinator and the Hertfordshire Centre for Restorative Justice has been established at the University Of Hertfordshire.

There are 2 pilot schemes in development to allow victims access to RJ should they choose this as an option.

- 1 Community Remedy. Develops where a victim would like an apology in person from the offender. The pilot will 'go live' on 25th November in Welwyn Hatfield.
- 2 Pre-sentence (early guilty plea). Detailed process being developed through Criminal Justice Department and Courts.

Restorative Justice week takes place 16th – 22nd November and the Ministry Of Justice has selected Hertfordshire as one of three 'partner' areas to support communication and awareness. Hertfordshire will benefit by promotional assets funded directly by MOJ. Hertfordshire is also one of three areas where a partnership approach to embedding RJ will be evaluated. As a result, the Restorative Justice Council will be working alongside the University of

Hertfordshire and will be delivering an RJ partnership workshop on 16th November.

3.3 Moving forward

Whilst confirmation of the level of funding available for next year is awaited from MOJ after the Comprehensive Spending Review, officers are pressing ahead with various longer term projects to develop and enhance Beacon's services including:

- Working with Action Fraud regarding victims' needs
- Working with the CCSU around repeat and targeted victims.
- Ensuring compliance and monitoring of the Victims Code of Practice
- Setting up a sub-group to undertake dip sample of completed cases
- 'Out of hours' burglary vulnerable victim support service including remedial clear up and emotional support.

In addition, the revised Victims Code of Practice now covers victims of all crimes (not just notifiable crimes) and introduces new responsibilities on responsible authorities. The OPCC is considering these additional requirements and developing plans to ensure compliancy.

Work is also underway to explore and fully grasp from the victim's perspective; trafficking and modern day slavery. We are also keen to resolve a long-standing issue in relation to the coordination of the victim/witness beginning to end journey through the CJS and look to enable a step change in the way that victims are able to access a range of coordinated services in Hertfordshire to help them cope and recover from their ordeal. The OPCC will be looking to develop Beacon so that it coordinates the victim/witness journey throughout the Criminal Justice System therefore ensuring that the entire experience is seamless as possible.

4. STRATEGIC ALLIANCE COLLABORATION

- 4.1 Since the Annual Report considered at the June meeting of the Police and Crime Panel a number of important steps have been taken in the Strategic Alliance between the forces and PCCs for Bedfordshire, Cambridgeshire and Hertfordshire (BCH). Proposals for Public Contact were considered in July and approval to progress to staff consultation, detailed design and implementation planning. The plan includes 2 control rooms including the existing one in Welwyn Garden City, and a new technologically enhanced operating model to improve public contact with all 3 forces. Proposals have been agreed for business cases for Custody and Criminal Justice. The Custody proposals

include consistent and efficient operating models across the 3 forces, backed up by new technology and equipment. Estates are not included at this stage in the Custody proposals. The Criminal Justice proposals include in an initial phase areas of work including typing services, tape library functions, policy and performance and digital working. In addition the business cases for Information and Communications Technology (ICT) and Information Management were approved in October. Again, common business practices across the 3 forces with streamlined processes and a more efficient management structure are planned for these services.

The main driver for the collaborations is to achieve the savings necessary to protect local policing in coming years but they also present an opportunity to improve the resilience of all 3 forces and to improve service provision in a way that would be impossible for the 3 forces acting separately.

- 4.2 As part of the ongoing drive to identify and deliver further budget efficiencies, a regional collaboration project has recently been established following a decision by all Chief Constables and Police and Crime Commissioners. The project seeks to explore and scope proposals for future collaborative working between seven forces including Beds, Herts, Cambs, Essex, Norfolk, Suffolk and Kent. The work will have some initial key strands which are Athena, Criminal Justice, Protective Services, Custody and shared services. The current BCH partnership plans will continue as before and this wider project aims to complement these works.