

# Police and Crime Commissioner

for Hertfordshire

<b>MEETING</b>	<b>POLICE AND CRIME PANEL</b>
<b>DATE</b>	<b>10<sup>th</sup> November 2016</b>
<b>TITLE</b>	<b>Outline of the Police and Crime Commissioner's Community Safety and Criminal Justice Plan</b>
<b>SUBMITTED BY</b>	<b>The Police and Crime Commissioner</b>

## 1. PURPOSE OF THE REPORT

To provide the Police and Crime Panel with an outline of the forthcoming Community Safety and Criminal Justice Plan (2017-2022).

## 2. LEGISLATIVE REQUIREMENTS

- 2.1 Under Schedule 5 of The Police Reform and Social Responsibility Act (PRSRA) (2011) PCCs are expected to issue Police and Crime Plans within the financial year in which an election is held. The Act states that before issuing a police and crime plan that a PCC must (a) prepare a draft of the plan (b) consult the Chief Constable in preparing the plan, and (c) send the draft plan to their Police and Crime Panel. In doing so, the PCC must have regard for any recommendations and publish any such response.

The PRSA also sets out the requirement for PCCs to make arrangements to obtain the views of the community on policing in the area before a Police and Crime Plan is issued under section 5 and 6 of the PRSR Act (2011) and make specific arrangements for obtaining the views of victims of crime about policing in their area.

The PSRA (2011) states that all Police and Crime Plans include the following:

- the PCC's police and crime objectives, this includes the discharging of the police force's national and international functions e.g. Strategic Policing Requirement
- the policing of the police area which the Chief Constable is to provide
- the financial and other resources which the PCC is to provide to the Chief Constable

- the means by which the Chief Constable will report to the PCC on their provision of policing
- the means by which the Chief Constable's performance in providing policing will be measured<sup>1</sup>
- the crime and disorder reduction grants which the PCC is to make, and the conditions (if any) of which such grants are to be made.

### **3. The Community Safety and Criminal Justice Plan (2017- 2022)**

- 3.1 The current Police and Crime Plan: Everybody's Business (2015- 2020) was published in June 2015 and sets out a five year plan for Hertfordshire. Much of the content contained within the five year plan remains fit for purpose and whilst some projects and initiatives require updating, the direction of travel across many areas of business remains.

In April 2016 PCC David Lloyd issued an election manifesto which outlined to the public his position with regards to key areas of business relating to, amongst others, protecting local policing, focusing on crime reduction and community safety, improving transparency, exploring options for collaboration, enhancing volunteering and developing public contact. The Manifesto also made reference to the changing and developing role of PCCs facilitated by forthcoming legislation around Blue Light Collaboration and the role enabling greater oversight and accountability of agencies other than the police, including the broader criminal justice agencies.

In light of this, the Commissioner intends to reflect this new emphasis and direction in policy by renaming the title 'Community Safety and Criminal Justice Plan'. The new plan sets out the challenges and opportunities ahead around the key areas of community safety and criminal justice and in doing so looks at how the police, local authorities, the private sector and individual citizens can play a part in preventing and reducing crime and protecting the most vulnerable.

### **4. Draft Outline**

- 4.1 The proposed draft outline follows the same structure as the last Police and Crime Plan but includes dedicated sections on Criminal Justice, Transparency and Blue Light Collaboration.

## **CHAPTER 1: BUILDING ON SUCCESS**

This chapter outlines the vision to build upon the strong foundations in place across the county in relation to the local policing model and the high level of public

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<sup>1</sup> Following an independent review of the use of targets in policing by Chief Superintendent Irene Curtis, the government agreed that there should be no targets in policing, rather a set of outcomes to be achieved.

confidence and satisfaction in policing. It outlines the challenge over the coming years in maintaining the Constabulary's good performance and ensuring that crime is recorded ethically and accurately. It also outlines the commitment to continue working with partners to prevent offending and to develop innovative approaches to tackling the problems caused by drugs, alcohol and mental health crises.

- Preserve Hertfordshire's Local Policing model of local teams in each district, each area having a police station/joint hub, ensuring officer and PCSO numbers are at the right level needed to support Safer Neighbourhood Teams.
- Increased focus on crime prevention work through coordinating county work on tackling frauds and scams and encouraging positive action from companies e.g. the Post Office, banks and financial institutions
- Strategic Policing Requirement: Response to Modern Slavery, Serious and Organised Crime, Hate Crime, FGM and Child Abuse
- Working in partnership to reduce reoffending:
  - Work with Hertfordshire's Criminal Justice Board to modernise and reform the end to end criminal justice processes
  - Closer working with HMP The Mount and examining the role of the Community Rehabilitation Company (Sodexo CRC) in the 'Through the Gate' provision.
  - Using innovation to manage offenders (e.g. through GPS Tagging), better governance of Integrated Offender Management (IOM) and tackling the misuse of drugs and alcohol.
  - Investing upstream through the County's Adults with Complex Needs Project.
- Supporting the Mental Health Concordat and developing Street Triage
- Driving forward changes to the Community Safety Grants to enable a more strategic way of tackling key issues that require a greater level of funding.

## **CHAPTER 2: PUTTING VICTIMS AT THE CENTRE**

This chapter outlines the need to continue putting victims at the heart of the criminal justice system and put plans in place to make the journey in the criminal justice system from arrest and detention, through to disposal in the courts, more efficient and effective in order to improve the experience of victims, witnesses and those accused. It outlines proposals to ensure that the commissioning of services are locally tailored to meet the needs of different victims of crime and the responses they require.

- Expand the remit of Beacon, Hertfordshire's Victims' Care Hub in response to victims' needs so that it provides a formal, professional and accredited approach to supporting victims e.g. use of Case Managers
- Reforming Criminal Justice system to improve efficiency and effectiveness

- Using digital technology to improve victims experience by speeding up justice
- Continuing to expand virtual courts and their use
- Using the Criminal Justice Board as a vehicle for change
- Hate Crime: development of a new strategy, identification of gaps in current service provision and recommendations on those services that need to be in place to ensure effective recovery.
- Restorative Justice: ensure partners and community fully understand what Restorative Justice is so that it is embedded into everyday practice. Investigate 'Restorative Communities'
- Community Resolution: Giving victims greater choice through increased Community Remedy options
- Support for absent children and young people
- Domestic Abuse: Investment into the Domestic Abuse Investigation and Safeguarding Unit (DAISU)
  - Placement of a dedicated officer from Children's Services sitting in the DAISU alongside police officers helping to better assess the risk to children.
  - PCC funding for MARAC Coordinators and IDVAs
  - Delivery of the DA Action Plan with partners
  - Tackle areas where there is an under provision of services, such as those for male victims.

### **CHAPTER 3: PUBLIC FOCUS**

This chapter outlines the need to continue to improve customer services for the public across the criminal justice system, tailoring services that are better attuned to the needs of the public and their engagement with services, through the better use of technology. The chapter outlines proposals to continue to develop innovative ways to include the community in the delivery of policing. It sets out plans to drive forward improvements in transparency, so that the public can be assured that the Constabulary are behaving ethically and with integrity, so that they receive the highest standard of public confidence and satisfaction.

- Plans to develop a culture of greater transparency and openness in policing and setting out a strategic vision statement as the foundation for communication and engagement with the public
- Continuing to embed the Code of Ethics within the Constabulary and to learn from misconduct cases
- Listening to the Public: Ensuring that those issues which the public consistently note are of concern are listened to, and where appropriate actioned e.g. Rural Crime
- PCCs role in handling dissatisfaction about the police from the public and setting up a new Customer Services Unit

- Improving Public Contact
  - Chief Constable to include a dedicated section on community engagement within the Neighbourhood Policing Strategy which seeks to widen the opportunities for the public to influence and to hold to account their local policing teams.
  - Take advantage of new technology to enable the public to use a variety of means to report crimes and to follow how they are being investigated and progressed online.
  - Explore how to provide a more interactive experience with the public including the use of web-chat and mobile Apps.
  - Chief Constable to review the impact and of the front enquiry office closure programme and seek new measures to improve accessibility including better utilising occupied police stations- operating on the principle of 'if we are in, we are open'.
- Active Citizens: Involving the public in policing and community safety:
  - Special Constabulary
    - Review findings from Institute's report around culture, leadership and skills.
    - Continue to grow the numbers of Special Constables
    - All Specials should be issued with Body Worn Cameras
    - ESP - ensuring more businesses playing their part in supporting employees to become Special Constables
  - Police Cadets
    - Plug gap between Cadets leaving and returning as Specials through two processes (1) Those between 16-18 years to have coaching and mentoring and also extend age of Cadets to 21.
  - Scrutiny Volunteers – ICVs, Dog Welfare, Stop and Search
  - Driving forward developments in DriveSafe
  - Neighbourhood Watch – dedicated funding provided to HertsWatch
  - Citizens' Academy- continue work on crime prevention, especially with young people

## **CHAPTER 4: OFFENDER PAYS**

This chapter outlines the principle that crime does not pay. Those who are responsible for crime should bear the costs, not the law abiding citizen. Whether it is through seizing criminal assets or through paid rehabilitation schemes, offenders should pay back to victims and communities, putting right the harm they have caused. The chapter discusses proposals to use some of the income generated from the Proceeds of Crime Act forfeitures to help victims and communities, and in doing so, ensure that the police are transparent in how the income generated from offenders is being spent.

- Using revenue paid for by offenders

- Road Safety Fund- use revenue generated by offenders to fund road safety initiatives that help to change motorists' behaviour.
- Using Proceeds of Crime – work with Hertfordshire Community Foundation to make best use of how the funds are spent
  - Work with the courts and prosecution service to increase the recovery of fixed penalty notices and other financial penalties.
- Giving the public and victims a say on Payback and Rehabilitation
  - Community payback- give the public and local businesses a direct say in determining the kinds of unpaid work offenders should do.

## **CHAPTER 5: BUSINESS SENSE**

This chapter outlines the desire to ensure that the 'business' of policing is as efficient as it can be to improve the service to the public and deliver savings. The chapter outlines proposals to work differently with public and private agencies, going beyond police-only solutions to achieve improved business benefits and local solutions. It outlines a desire to use the legislation to look at the business case for change across blue light services so that we can get smarter with how we tackle complex problems and deliver better outcomes for the individual, the family and the community.

- Collaboration with other forces- explore the options for collaboration beyond police-only solutions and look at how we can do more with other sectors and agencies in order to achieve improved business benefits and local solutions to local problems.
- Blue Light Collaboration – use the forthcoming legislation around the Policing and Crime Bill to drive better collaboration between Hertfordshire Police and Hertfordshire Fire and Rescue Services.
- Making smarter use of property:
  - Explore new ways to generate long term income from those assets which can be used to fund policing.
- Transformation through Devolution: continue to study the Manchester model and use the learning from that to reflect on the role of PCCs as leaders of public services
- Working with Responsible Businesses – Independent Business Advisory Group
  - Explore opportunities for businesses and charities to access the newly-implemented Community Remedy option of reparative activity, which will help the offender repair the harm done to the business.

## **HOLDING TO ACCOUNT**

In line with the requirements of the PRSR Act, this section covers how the Commissioner manages and scrutinises the Constabulary's performance and its financial position for 2016/7 and beyond.

- Managing Performance
- Financial Position

## **5. Timetable for consultation and Publication 2016/17**

5.1 The timetable below outlines the dates for consultation with partners, the public and victims of crime with an expected publication date of week commencing 6th February 2017. To date meetings have been held to discuss initial ideas with key business leads and chief officers, and now the draft outline is being circulated to key partners and shared with the Police and Crime Panel.

- 10<sup>th</sup> November: Draft outline shared with the Police and Crime Panel
- 21<sup>st</sup> November: Discussion of the first draft with key public leaders
- 28<sup>th</sup> November: Draft circulated to the Police and Crime Panel
- 28<sup>th</sup> November – 16<sup>th</sup> January: Public, victims and partner consultation on the draft Community Safety and Criminal Justice Plan
- 10<sup>th</sup> January – 22<sup>nd</sup> January: Collation of comments and drafting amends
- 23<sup>rd</sup> January: Sign-off of Community Safety and Criminal Justice Plan
- 2<sup>nd</sup> February: Present the final version to the Police and Crime Panel
- 2<sup>nd</sup> February – 6<sup>th</sup> February: Collation of comments and final amends
- w/c 6<sup>th</sup> February – Proposed publication date of the new Community Safety and Criminal Justice Plan



<b>MEETING</b>	<b>POLICE AND CRIME PANEL</b>
<b>DATE</b>	<b>10<sup>th</sup> November 2016</b>
<b>TITLE</b>	<b>Update from the Police and Crime Commissioner for Hertfordshire</b>
<b>SUBMITTED BY</b>	<b>The Police and Crime Commissioner</b>

## 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 New Chief Constable

Charlie Hall, former Deputy Chief Constable of Norfolk Constabulary, started work as Hertfordshire's new Chief Constable on 3rd October. A framework for the PCC's 'holding to account' function is being put in place in consultation with the Chief Constable to consist of weekly meetings, monthly formal meetings with outcome minutes being published and a quarterly performance discussion.

### 2.2 Review of Hertfordshire's Criminal Justice Board

One of the key priorities for the PCC during his second term is to lead on a series of reforms that aims to put the interests of victims and witnesses at the heart of the Criminal Justice System in Hertfordshire. The PCC commissioned a review into the efficiency and effectiveness of Hertfordshire's Criminal Justice Board and will be publishing the findings and recommendations for change later this month.

### 2.3 New fly tipping fund

The PCC has made £60,000 available to the Herts Waste Partnership, in order to support the development of new initiatives organised through the Fly Tipping Group (FTG). Funding will only be available to members of the FTG, including:

- Environment Agency
- all ten District / Borough Councils



- Hertfordshire County Council
- Hertfordshire Constabulary
- Hertfordshire Fire & Rescue Service
- Community Safety Partnerships
- M25 Connect
- National Farmers Union.

Key points of the fund:

- the total amount of PCC grant is £60,000 for 2016/17
- all funding granted under this process must be spent by 31 March 2017
- deadline for bid submissions will be 5pm on Friday, 18th November 2016
- projects will be funded to a maximum of 75% of the total project cost as detailed in the selection criteria - bids will need to confirm how the remaining 25% is to be funded
- bids will be evaluated by a sub group of FTG members – details to be confirmed
- It is anticipated that final decisions will be made by mid-December with project roll outs anticipated from early January onwards

Any queries in relation to the fund should be directed to Duncan Jones, Chair of the Fly Tipping Group – [duncan.jones@hertfordshire.gov.uk](mailto:duncan.jones@hertfordshire.gov.uk)

#### 2.4 Community Safety Grant 2017/18

Community Safety Partnerships (CSPs) have been made aware of changes to the community safety grant for 2017/18. All bids need to be submitted to the OPCC by 30 November 2016 (to [deborah.barker@herts.pnn.police.uk](mailto:deborah.barker@herts.pnn.police.uk)).

All CSPs and eligible organisations have been provided with guidance notes and application forms. The main changes to the grant fund are:

- grants will only be allocated through the bidding process
- up to three years of funding can be applied for
- grants can be used to fund staff
- £5k minimum bid – no maximum

- bids must be evidence based and demonstrate a link to the police and crime plan
- research / evidence building projects will be considered
- 'sub funding' or further commissioning of the grant will not be allowed
- Responsible Authorities Group / Board will be expected to endorse the proposal & monitor progress of the resulting project
- evaluation will be required at the end of the project.

Organisations are being encouraged to think bigger and more innovatively; using the opportunity for longer term funding to target substantial issues and make a real difference to crime reduction and prevention.

## 2.5 Road Safety Fund

The PCC continues to seek opportunities to use the revenue paid for by offenders to fund road safety initiatives across the county that help to change motorists' perceptions and behaviour. In the first funding round (April 2016) 19 applications were successful in supporting a range of educational projects, vehicle activated signs and feasibility surveys. Following the success of the first round, the PCC anticipates opening a second round for applications on 1st December. More information regarding eligibility and an application form can be found at: [www.hertscommissioner.org/road-safety-fund](http://www.hertscommissioner.org/road-safety-fund)

## 2.6 New Citizens' Crime Prevention Academy modules

Hertfordshire's Citizens' Academy crime prevention site ([hertscitizensacademy.org](http://hertscitizensacademy.org)) now features four new courses:

- Rural Crime is a great resource for professionals and volunteers seeking to inform their rural communities on fly-tipping, heritage crime, wildlife crime and other community safety issues that predominantly affect the countryside.
- Protecting the Vulnerable is intended to help residents recognise when someone they know may be at risk and where they can go for help if they have suspicions. It includes sections on abuse of adults, CSE, extremism and domestic abuse.
- Business Crime (business owners) looks at the typical threats businesses face from criminals, the steps business owners can take to protect their business and the support businesses can count on from the police and other partners.
- Business Crime (staff) looks at the typical threats businesses and their employees face from criminals and the steps you can take to protect yourself and your business.

## 2.7 Street Triage and support around mental health

Working with Hertfordshire Partnership University NHS Foundation Trust since June, Hertfordshire Constabulary have trialled a Street Triage Vehicle (expanding from one car to two during September), working late shifts to attend incidents where a person is in crisis and may require sectioning under S136 of the Mental Health Act 1983. The whole county is covered by the triage vehicles from 5pm to 2am and from 7pm to 4am.

It has recently been agreed that the service will be expanded even further. One of the cars will be replaced with an unmarked ambulance and have on board a police officer, mental health practitioner and a member of ambulance staff. Until now a mental health practitioner has co-responded with a police officer. The addition of ambulance staff, and the move to convey people in crisis in a suitable vehicle, provides a better response to the public; and reduces police waiting times that currently depend on an ambulance to move individuals to a place of safety.

## 2.8 Missing children and young people

The OPCC, in partnership with Hertfordshire County Council's Children Services, has commissioned an independent organisation (Missing People) to deliver a return home interview service for Hertfordshire children and young people under the age of 18. It will provide support for children who go missing from home or care. The contract with Missing People is for an initial period of eighth months until 31 March 2017 at a cost of £139,776 which will be shared between the OPCC and HCC. The aim is to provide vulnerable children and young people with access to an independent service that will listen to them and identify further support according to their individual needs; and work alongside existing safeguarding provision for missing and sexually exploited children to ensure that information sharing is effective. This will help to ensure that the right service provision of counselling and victim support is in place, for children who may be victims of sexual abuse and exploitation across the county, and that appropriate pathways are supported. It should also increase the ability for Hertfordshire Constabulary and safeguarding partners to identify potential offenders.

On 23 September 2016 the Constabulary's 'absent' category for children was removed in order to ensure that all missing children are properly safeguarded (and treated as a missing person). A full missing report assists and improves the multi-agency response by notifying partners of the circumstances around safeguarding a child.

## 2.9 Community Resolution

A 'community resolution' is an out of court disposal for a crime recorded under the National Crime Reporting Outcome 8. It can be used with or without Restorative Justice depending on whether the victim is a person or the State. It involves Level 1 'street' RJ as soon as there is direct or indirect communication between the victim

and the offender about repairing the harm caused. In the right circumstance, it could also involve Level 2 RJ.

In September 2014 Community Remedy was introduced in Hertfordshire as a requirement under the ASB, Crime and Policing Act 2014 which sought to give victims a choice, through a 'menu of options', about how their offender is dealt with if the disposal is either a community resolution or a conditional caution.

The level of crime relevant for a community remedy approach is low level in terms of seriousness as per the National Police Chiefs Council matrix used for conditional cautions, but not exclusively so. The level of ASB relevant is defined as where a civil injunction or criminal behaviour order would otherwise be applied for. Currently where there is a victim other than the State, the options available in Hertfordshire are:

- the offender must make financial reparation to the victim
- 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
- the offender makes a verbal or written apology to the victim
- the offender undertakes a reparative activity.

The fourth option was added on 1st October 2016. The reparative activity should seek to repair the harm done, prevent the offender committing offences in future and be agreed by a police officer as proportionate.

1,700-2,000 frontline officers (Safer Neighbourhood Team and Intervention officers, Specials and PCSOs) have recently been trained in Level 1 'Street RJ' and a further 30 frontline officers have received Level 2 (RJ Conferencing).

## 2.10 Countywide Hate Crime Strategy

Following the publication of the commissioned research on Hate Crime by the University of Leicester in December 2015, in Partnership with the OPCC, Hertfordshire Constabulary and the County Community Safety Unit (CCSU), work will now take place to develop a Countywide Hate Crime Strategy.

## 2.11 Volunteering strategy

The PCC's volunteering strategy is currently being refreshed for 2016-2020. It is anticipated that the strategy will be signed off by November, and will then be open for public consultation.

### **3. COLLABORATION**

3.1 Since the Annual Report considered at the July meeting of the Police and Crime Panel work continues to embed the significant Strategic Alliance Collaborated services in Bedfordshire, Cambridgeshire and Hertfordshire. Because it is necessary to align a number of aspects of public contact with the Athena IT project full structural collaboration of public contact services will not take place until 2018/19. However, the management team and other aspects of the collaborated service remain in place and work is planned to improve self-service by the public to reduce demand for contact and wider public contact collaboration with other areas of the public sector in Hertfordshire. Criminal Justice and Custody collaboration change programmes continue to be implemented and Firearms and Explosive Licensing has now moved to 'business as usual' after completion of the change programme. These are the Strategic Alliance programmes led by Hertfordshire. The joint services led by Bedfordshire, the Joint Protective Services, has been business as usual for some years now and has developed its strategic plan and is working on further savings that can be gained by further efficiencies. The Organisational Support Services led by Cambridgeshire including Human Resources, Information Management and Information and Communications Technology are also being worked on to be implemented in 2017 with full benefits realisation anticipated to follow on from that.

3.2 The main driver for the collaborations remains 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.

To achieve this in a wider context, work with 7 force regional collaboration has also progressed (the 7 forces are Bedfordshire, Cambridgeshire, Essex, Hertfordshire, Norfolk and Suffolk comprising the Eastern Region plus Kent which has strategic collaboration with Essex). A briefing note on the 7 Force collaboration is attached as appendix A.

3.3 Collaboration between Hertfordshire Constabulary and Hertfordshire Fire and Rescue Service plus the wider Community Protection Directorate has been active and established for many years and continues to develop. The constabulary safer neighbourhood teams work very closely with Fire and Rescue colleagues across all the CSPs to tackle anti-social behaviour and make the areas safer through fire safety, business safety and road safety initiatives. This works particular well in the County Community Safety Unit and operationally within the Local Resilience Forum agenda. Extending this collaboration has seen Police colleagues utilise Fire service facilities such as the training centre in Stevenage to deliver many training courses, both specific to police and across emergency services. Further sharing of estates is now

being considered. Operational co-operation between police, fire and ambulance in Hertfordshire has always been excellent and has been further enhanced by the Joint Emergency Service Interoperability programme (JESIP). Extended collaboration to incidents such as those vulnerable people who may have collapsed in their home and need assistance is likely to involve the fire service a lot more. A programme team is in place to extend and develop the collaboration between fire and Police in Hertfordshire whilst ensuring all partnerships thrive to improve effectiveness and public safety.