



OFFICE OF THE POLICE & CRIME COMMISSIONER FOR THAMES VALLEY

PCC PROGRESS REPORT TO THE THAMES VALLEY POLICE AND CRIME PANEL 17th November 2017

Police and Crime Plan Strategic Priority 1: Vulnerability

I ensure delivery of my Police and Crime Plan 2017-2021 objectives by holding to account Thames Valley Police (TVP) and other PCC-funded and commissioned service providers for their delivery of specific operational policing, crime reduction and community safety objectives.

The Chief Constable produces an Annual Force Delivery Plan which complements and supports my Police and Crime Plan. I attend monthly Service Improvement Reviews across Local Policing Areas in Thames Valley, and also Force Performance Group meetings whereby I can witness the Chief Constable and Deputy Chief Constable (DCC) holding relevant operational staff to account for their specific aims, objectives and targets. Furthermore, at my quarterly Level 1 public meetings I hold the Chief Constable to account for delivery against the Force's Annual Delivery Plan.

In respect of Strategic Priority 1 ('Vulnerability'), my objective is to manage demand on services through better working together with partners, with particular emphasis on three priority areas, being (1) Mental Health, (2) Adults at risk and (3) Service quality.

My Police and Crime Plan sets out the following 'Key Aims' for addressing vulnerability:

- 1.1 Improved recognition across the criminal justice system of mental health distress experienced by both victims and offenders, leading to
 - a) Referral pathways into appropriate support agencies, and
 - b) Improved access to mental health care from those in contact with the criminal justice system.
- 1.2 Better understanding by police and partners of the extent and nature of elder abuse, followed by positive action taken to address the issues uncovered.
- 1.3 Improved police awareness and robust prosecution of those practising 'more hidden' forms of abuse, including coercive control, stalking, harassment, honour based abuse (HBA) and forced marriage.
- 1.4 Improvements in criminal justice experience and outcomes for victims of domestic and sexual abuse.
- 1.5 Ongoing assessment by police of the benefits arising from Multi-Agency Safeguarding Hubs (MASHs), including the current arrangements of 9 MASHs serving Thames Valley.

I have summarised below the progress on the delivery of the above Key Aims.

2017/18 PROGRESS ON DELIVERY OF STRATEGIC PRIORITY 1 'KEY AIMS'

(Year 1, to end of Qtr. 2)

1.1 Improved recognition across the criminal justice system of mental health distress experienced by both victims and offenders, leading to:

- a) Referral pathways and improved access to Mental Health care**
- b) Improved access to mental health care form those in contact with the criminal justice system**

TVP Delivery Plan actions:

- A new Local Policing Operating Model was introduced in June 17 to help target resources and provide a more effective and efficient service. A multi-agency Demand and Vulnerability Module was proposed to help begin this process.
- The Policing Strategy Unit is undertaking a review of the operational guidance for key areas of safeguarding and new guidance is also being prepared for mental health, incorporating key elements of the Mental Health Act.
- The new Regional Mental Health Forum is chaired by Assistant Chief Constable Crime & Criminal Justice.
- Suicide prevention Single Points of Contact are training our frontline to increase the knowledge, understanding and response to those vulnerable to self-harm or suicide

PCC Community Safety Fund Initiatives:

- £24,500 invested by Oxfordshire CSP in the Refresh Café in Oxford, run by and supporting the homeless and those with M-H problems, including signposting and peer support. Over 250 persons supported from April-Oct 2017
- Royal Borough of Windsor and Maidenhead CSP invested £33,500 on Outreach services for those with alcohol and drug abuse and mental health problems. 26 persons supported from April-Oct 2017.
- Milton Keynes CSP invested £40,000 in outreach support for persons with Mental Health, drug and alcohol abuse. 119 people supported from April-Oct 2017.

Activity Delivered by PCC's Victims' Services:

Complex Needs Service

- Three county complex needs services provide outreach and refuge support for clients experiencing domestic abuse who have additional complex needs (mental health and substance misuse). Referral pathways include other professionals, domestic abuse agencies, or self-referrals (directly from the service user). The services work closely with Police, Community Mental Health Team, Drug and Alcohol services, Housing, Social Services, Probation, Health Services, Schools, other Domestic Violence (DV) services and in-house (Outreach, Family Choices, Refuge).

- Number of clients supported in Q2 2017/ 2018 (July 2017 to September 2017):-

Berkshire (delivered by BWA and the DASH Charity)	72
Buckinghamshire (delivered by SMART)	31
Oxfordshire (delivered by Reducing the Risk and A2 Dominion)	30

Thames Valley Independent Sexual Advisory (ISVA) Service

- The ISVA service supports victims of rape and serious sexual assault.
- 24 clients accessed the ISVA service with mental health issues.
- 16 clients accessed information about specialist support services in the community, e.g. for depression.
- 25 clients sought support to address emotional effects of the domestic violence on themselves and their children.

PCC Specialist Counselling Service

- Qtr 1 activity focussed on promoting counsellor application process, receiving and processing applications, recruiting and induction for counsellors.
- 42 Approved Counsellors have received Induction – 28 awaiting Induction.
 - Total counselling capacity – 218 hours per week
 - Currently uneven spread across Thames Valley.
 - Focused town/county recruitment via Facebook and direct emailing via Counselling Directory.
- Qtr 2 activity focussed on identifying (restricted) referral routes and raising awareness of the service through those routes. Restricted routes necessary to ensure that supply can meet demand.

Range of referral routes:

 - TVP (Child Abuse Investigation Units, Domestic Abuse Investigation Units, School Liaison Officers, Family Liaison Officers, Specially Trained Officers)
 - PCC Commissioned Victims Services Providers
 - Non-PCC providers of Victims Services (e.g. Rape Crisis Centres)
 - Probation Victim Liaison Units
- Commenced accepting referrals in September 2017 – 32 referrals received by 8 November 2017.

1.2 Better understanding by police and partners of the extent and nature of elder abuse, followed by positive action taken to address the issues uncovered

TVP Delivery Plan actions:

- TVP is working closely with prisons, universities and Adult Services to identify vulnerable individuals.
- TVP has developed a new Force Policy relating to vulnerable adults, with Force Guidance currently under development.
- CCMT (Chief Constables Management Team) considered, in July, a paper setting out proposals for Force activity in relation to Operation Signature, which would provide targeted safeguarding and crime prevention activity for victims identified via Action Fraud. Funding in support of this activity has been provided by the PCC.
- The Policing Strategy Unit have launched operational guidance for those responding to cases of adults at risk and are currently working on 'mate crime' which will help uncover and look at issues involved in elder abuse.

PCC Community Safety Fund Initiatives:

- Oxfordshire CSP invested £9,446 expanding their Safe Places Scheme; places in the community where the vulnerable can seek advice and support with crime and safety concerns. Identified 33 new Safe Places in Wallingford + 17 in Didcot.
- Buckinghamshire CSP invested £17,500 in launching 4 new Community/Neighbourhood Watch Associations in 28 Neighbourhoods.
- Milton Keynes CSP invested £5,000 towards costs of Crime Reduction Officer to include support for those vulnerable and targeted for burglary, often elderly persons living alone. They have launched an anti-burglary campaign 'be aware in winter'.
- West Berkshire CSP invested £71,384 in a 4 Community, Crime and ASB reduction Co-ordinators, which includes support for targeted elderly or vulnerable people. These are new posts so no outcomes reported yet.

Activity Delivered via PCC's Victims' Services:

- Victim Support supported 84 victims over the age of 55 in Yr3 Q2.
- Domestic Abuse Complex Needs Services supported 6 clients over the age of 55yrs.
- The Independent Sexual Violence Advisory (ISVA) service had 9 referrals from clients over the age of 55yrs.

Activities Delivered by OPCC:

- The OPCC are in the process of recruiting a Communications Support Officer whose role will include development of fraud awareness initiatives with elderly and other vulnerable groups.
- In collaboration with TVP Economic Crime Unit, PCC funding for one-year pilot under Operation Signature (mentioned above under TVP activity) supporting Thames Valley victims of fraud, identifying more vulnerable individuals requiring on-going police support, providing advice and signposting to support.

1.3 Improved police awareness and robust prosecution of those practising ‘more hidden’ forms of abuse, including coercive control, stalking, harassment, honour based abuse (HBA) and forced marriage

TVP Delivery Plan actions:

- Learning and Professional Development (L&PD) continue to deliver SaVE 2 training to further embed the issues of safeguarding, vulnerability and exploitation within the organisation. These sessions will make up part of Team in Action (TIA) days until mid-September.
- The Project Eagle Tactical Group was developed to identify and safeguard those at risk / victims of human trafficking or slavery.
- Stalking guidance delivered.
- The Policing Strategy Unit have launched operational guidance for those responding to cases of adults at risk and there is an Adults at Risk operating group in place to monitor and develop future service delivery.
- The Policing Strategy Unit is undertaking a review of the operational guidance for key areas of safeguarding, and has completed the Child Sexual Exploitation guidance, which now includes guidance regarding Female Genital Mutilation. New guidance is also being prepared for mental health, incorporating key elements of the Mental Health Act.
- October 2nd saw the launch of the 18 month hidden harm campaign.
- Cinnamon Network funding has been approved to address high demand, high vulnerability issues across a number of Local Policing Areas.
- October 2nd saw the launch of the 18 month ‘Hidden Harm’ campaign.
- Victims’ Code launched supported by a 4 week internal communication campaign, articles posted online and ‘monitor cards’ distributed to all relevant TVP teams to increase awareness and compliance.

PCC Community Safety Fund Initiatives:

- PCC has allocated funding of £100k to support local projects / organisations providing services that will improve reporting and prevention of Female Genital Mutilation (FGM).
- Slough CSP invested £74,513 on a comprehensive healthy relationship campaign throughout all schools in the area.

Activity Delivered by PCC Victims’ Services:

- OPCC supporting victims of exploitation and modern slavery through the Independent Trauma Advisory (ITA) Service – budget identified and engaging with modern slavery networks and exploring local providers.
- Following two successful government funding applications to the ‘Violence Against

Women and Girls' (VAWG) Transformation Fund via The Department for Communities and Local Government and The Home Office, the Thames Valley 'Black, Asian, Minority Ethnic and Refugee' (BAMER) Project Board has been established to support the assessment, improvement and better coordination of the multi-agency response to VAWG in BAMER communities across the region.

- The Young Victims Service (SAFE) facilitated a group with recently arrived young migrant men at City of Oxford College. This weekly group focuses on discussion around healthy relationships and sex, managing risk, protective behaviours and positive activities.

Activities Delivered by OPCC:

- Initial development of domestic abuse campaign, 'Not Love' to increase early intervention and prevention. This is based on an existing coercive control campaign delivered by Camden Council. OPCC working with a creative agency to develop a video to use alongside this. Launch in April/May 2018.
- 'Clare's Law' awareness materials aimed at professionals are in development. Completion in Jan/Feb 2018

1.4 Improvements in criminal justice experience and outcomes for victims of domestic and sexual abuse

TVP Delivery Plan actions:

- TVP has revised the matrix for selecting Integrated Offender Management (IOM) cohorts with Reading Community Safety Partnership (CSP) - now signed off to pilot a new cohort. An IOM toolkit is being developed, linking into NICHE for offenders. Domestic Abuse offenders are now incorporated into the Buckinghamshire IOM.
- The Force is developing an "Offender Management" approach combining VISOR (Violent and Sex Offenders Register) and IOM (training delivered in July to VISOR and IOM teams on the new approach). New offender management referral process includes flagging domestic abuse offenders in Integrated Offender Management.
- Integrated Offender Management and the Violent and Sex Offenders Register are now managed under one Detective Chief Inspector, to provide clarity and additional resources to support Multi-Agency Public Protect Agreements (responsible authorities).
- The introduction of the Domestic Abuse Prosecution Team.
- A review of internal procedures on Child Sexual Exploitation and taxi drivers is underway following serious case review.
- The Policing Strategy Unit is undertaking a review of the operational guidance for key areas of safeguarding, and has completed the Child Sexual Exploitation guidance, which now includes guidance regarding Female Genital Mutilation.
- The Policing Strategy Unit is working to align Contact Management Platform processes with Hampshire Constabulary for domestic abuse and missing people.

- The Force continues to play a leading role in the Centre for Policing Research and Learning, for example, hosting a Peer Learning Event on Child Sexual Exploitation, sharing learning with 16 police forces across England and Wales.
- New guidance introduced for officers investigating Domestic Abuse to cover more advice on body-worn video and absent victim prosecutions.

TVP Performance Measures 2017/18 (1 April – 30 September 2017)

Measure	2016/17 Comparison	2017/18 (April – Sept)
Reduce the level of violence – Domestic Violence	5,041	5,009
There has been a period-on-period decrease in offences identified as domestic violence, down 32 offences (0.6%) to 5,009 offences.		
Increase the volume of rape investigations which result in prosecution	61	68
68 rape occurrences were disposed of by means of charge or summons between April and September 2017. This was an increase from 61 in the same period of 2016/17. In the same period the number of offences recorded increased from 773 to 917. The resultant prosecution rate of 7.4% is less than the 7.9% achieved in 2016/17		
Repeat victimisation rate for domestic abuse related crime	26.5%	23.5%

PCC's Community Safety Fund Initiatives:

- Oxfordshire CSP invested £56,255 in outreach services and sanctuary secure services for domestic abuse victims. They have secured the homes of 56 repeat victims of DA.
- Oxfordshire CSP invested £13,393 in:
 - 1) A hotel watch training programme for staff to spot the signs of child sexual exploitation (CSE), attended by 28 staff from 14 hotels,
 - 2) 'Chelsea's Choice' theatre productions (anti-CSE) shown to 312 school children aged 8-10yrs, and
 - 3) a leaflet campaign aimed at 1,000 Taxi Drivers on CSE awareness.
- Oxfordshire CSP invested £40,000 in the Independent Domestic Violence Advocacy (IDVA) Service. A further £40,000 has been invested in a Violence Against Women and Girls (VAWG) Co-ordinator post.
- Buckinghamshire CSP invested £57,500 in their IDVA service, supporting 147 female and 3 male victims in Q2.
- Buckinghamshire CSP invested £10,000 on intervention work with 150 young girls vulnerable and at risk of CSE.
- Milton Keynes invested £4000 in IDVA service, supporting 284 victims in Q2.

- Milton Keynes invested £2,160 in running costs of Aylesbury Vale Rape Crisis Centre.
- Milton Keynes invested £5,000 toward Domestic Abuse Champions; trained 50 Champions and 8 trainers from April-Oct 2017.
- Royal Borough of Windsor and Maidenhead invested £50,000 in their IDVA service and a Domestic Abuse (DA) Co-ordinator, supporting 103 victims from April-Oct 2017.

Activities Delivered by PCC Victim Services:

- Delivered a conference to improve professionals working practice and understanding of the complexities surrounding learning disabilities and domestic abuse and sexual violence. Over 100 delegates attended.
- Compiled a training package based on the experiences of Lesbian, Gay, Bi-sexual and Transgender (LGBT) people experiencing domestic abuse. This package is the first e-learning package on this subject nationally.
- Women's Aid staff have been co-located in Aylesbury Domestic Abuse Investigation Unit (DAIU) to conduct medium risk safety planning for victims of domestic abuse.
- Victim Support has conducted safety planning for 334 medium risk victims of domestic abuse.
- SAFE! (Young Victims Service) delivered a sexual violence awareness session to 12-16 year olds where they made promotional videos for SAFE!
- Q2 referrals to SAFE!:
 - victims of sexual offences:- 50 (including twelve 16-17 year olds).
- Q2 referrals of victims of domestic violence:- 56 (including 47 who witnessed DV, and 25 subject to non-sexual abuse by parent/carer)
- The ISVA Service received 123 referrals in Q2 (36 were supported by ISVA Young Persons worker)

Activities Delivered by OPCC:

- The PCC's Chairmanship of TV LCJB is being utilised to engage with key delivery groups and encourage a more joined-up criminal justice system.
- In collaboration with TVP, OPCC has procured a Domestic Violence perpetrator programme ('Positive Relationships' Programme) for a one year pilot, including independent evaluation by the Centre for Public Innovation.
- The OPCC is managing an interim (year) Domestic Violence funding arrangement. Working with TV Local Authority and Clinical Commissioning Group (CCG) commissioners, the OPCC is seeking future closer collaboration between all commissioners of DV services, including pooled budgets.
- In developing and rolling out its domestic abuse campaign, the OPCC is increasing

opportunities for early intervention and prevention.

- OPCC will consider and implement those relevant recommendations from its review of the Domestic Abuse Pathway
- The OPCC is implementing and managing the 'Black, Asian, Minority Ethnic and Refugee' (BAMER) bid (£400K) in respect of the Home Office 'Violence Against Women and Girls' Service Transformation Fund Scheme.

1.5 Ongoing assessment by police of the benefits arising from Multi-Agency Safeguarding Hubs (MASHs), including the current arrangements of 9 MASHs serving Thames Valley

TVP Delivery Plan actions:

- A full review and restructure of the nine Multi-Agency Safeguarding Hubs was undertaken, resulting in omni-competence and greater resilience.

Anthony Stansfeld

Police and Crime Commissioner for Thames Valley

8 November 2017