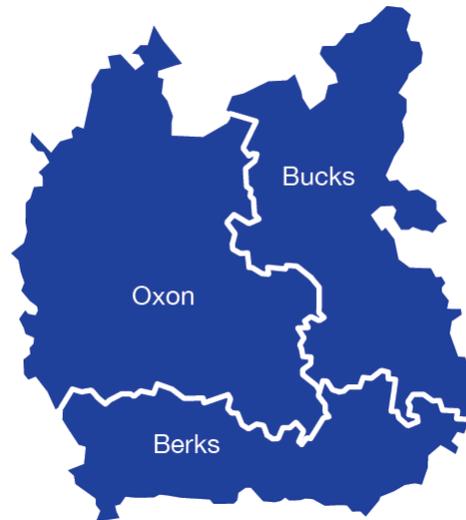


## Agenda

**Date:** Friday 16 November 2018

**Time:** 11.00 am

**Venue:** Olympic Room Aylesbury Vale  
District Council Gatehouse Road  
Aylesbury Bucks HP19 8FF



### Map and Directions

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The Briefing Meeting for Members will be held at 10am. There should be sufficient space in the car park at the Council Offices.

<http://www.aylesburyvaledc.gov.uk/finding-us>

- 1. Apologies for Absence**
- 2. Declarations of Interest**
- 3. Minutes**

5 - 16

To agree the Minutes of the Meeting held on 7 September 2018.

11.05am

- 4. Public Question Time**  
Anyone who works or lives in the Thames Valley can ask a question at meetings of the Police and Crime Panel, at which a 20 minute session will be designated for hearing from the public.

If you'd like to participate, please read the Public Question Time Scheme and submit your questions by email to [contact@thamesvalleypcp.org.uk](mailto:contact@thamesvalleypcp.org.uk) at least three working days in advance of the meeting.

<http://www.southbucks.gov.uk/article/5242/Public-questions-at-Panel-meetings>

- 5. Themed Item - Update on Local Policing Model**  
**This item has been deferred to a future meeting.**
- 11.10am **6. Police and Crime Commissioner Progress Report - Police and Crime Plan Strategic Priority - Police Ethics and Reform** **17 - 24**  
The Police and Crime Commissioner will present the report.
- 11.30am **7. Police and Crime Commissioner Progress Report - Police and Crime Plan Strategic Priority 1 - Vulnerability** **25 - 38**  
To receive a report from the Police and Crime Commissioner.
- 11.50am **8. Summary of Home Affairs Committee Report into Policing for the Future** **39 - 42**  
The Police and Crime Commissioner is asked for his view on the recently published Home Affairs Committee report on "Policing for the Future".
- 12.10pm **9. Thames Valley Police Contact Management Platform - Project Update** **43 - 48**  
To receive and update report for the Police and Crime Commissioner on TVP's Contact Management Platform.
- 12.25pm **10. Chairman Update / PCC Update** **49 - 62**  
Includes the topical issues report.
- 12.35pm **11. Implications of the HM Government Consultation Paper "Transforming the Response to Domestic Violence"** **63 - 64**  
To receive a report from the Police and Crime Commissioner.
- 12.40pm **12. Report of the Complaints Sub-Committee** **65 - 66**  
Members are asked to note the report.
- 12.40pm **13. Recommendation Monitoring** **67 - 76**  
Response to previous recommendations for Member comment.
- 12.45pm **14. Work Programme** **77 - 80**  
For Panel Members to put forward items for the Work Programme including ideas for themed meetings.
- 15. Date and Time of Next Meeting**  
To note that the next meeting of Police and Crime Panel will take place on **Friday 1 February 2019 at 11.00am**, at Reading Borough Council's Offices.

**NB.** Provisional date of 15 February 2019 in case the precept is vetoed.

## **Committee Members**

Councillor Eric Batts (Vale of White Horse), Councillor Bill Bendyshe-Brown (Buckinghamshire County Council), Councillor Robin Bradburn (Milton Keynes Council), Councillor David Carroll (Wycombe District Council), Councillor Derek Sharp (Royal Borough of Windsor and Maidenhead), Councillor Emily Culverhouse (Chiltern District Council), Councillor Trevor Egleton (South Bucks District Council), Julia Girling (Independent Member), Councillor Tom Hayes (Oxford City Council), Councillor Sophia James (Reading Borough Council), Councillor Norman MacRae (West Oxfordshire), Councillor Kieron Mallon (Oxfordshire County Council), Councillor Pavitar Mann (Slough Borough Council), Curtis-James Marshall (Independent Member), Councillor Iain McCracken (Bracknell Forest Council), Councillor Andrew McHugh (Cherwell District Council), Councillor Barrie Patman (Wokingham Borough Council), Councillor Alan Thompson (South Oxfordshire), Councillor Emma Webster (West Berkshire Council) and Councillor Mark Winn (Aylesbury Vale District Council)

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## Minutes

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**Minutes of the Thames Valley Police and Crime Panel held on Friday, 7 September 2018, in Olympic Room Aylesbury Vale District Council Gatehouse Road Aylesbury Bucks HP19 8FF, commencing at 11.00 am and concluding at 1.30 pm.**

### Members Present

Councillor Trevor Egleton (Chairman - South Bucks District Council), Councillor Eric Batts (Vale of White Horse District Council), Councillor Bill Bendyshe-Brown (Buckinghamshire County Council), Councillor Robin Bradburn (Milton Keynes Council), Councillor David Carroll (Wycombe District Council), Councillor Emily Culverhouse (Chiltern District Council), Julia Girling (Independent Member), Councillor Tom Hayes (Oxford City Council), Councillor Sophia James (Reading Borough Council), Councillor Norman MacRae (West Oxfordshire District Council), Councillor Kieron Mallon (Oxfordshire County Council), Councillor Pavitar Mann (Slough Borough Council), Curtis-James Marshall (Independent Member), Councillor Andrew McHugh (Cherwell District Council), Councillor Barrie Patman (Wokingham Borough Council), Councillor Emma Webster (West Berkshire Council) and Councillor Mark Winn (Aylesbury Vale District Council).

### Officers Present

Khalid Ahmed (Scrutiny Officer).

### Others Present

Matthew Barber (Deputy Police and Crime Commissioner), Francis Habgood (Chief Constable, Thames Valley Police), Paul Hammond (Chief Executive, Office of PCC), Katy Harris (Lead Analyst – South East Regional Organised Crime Unit), Ian Thompson (Chief Finance Officer, Office of PCC), Anthony Stansfeld (Police and Crime Commissioner) and Detective Supt. Jess Wadsworth (Head of South East Regional Organised Crime Unit).

## 13 DECLARATIONS OF INTEREST

Councillor David Carroll declared a Personal Interest as the ex Deputy Police and Crime Commissioner for the Thames Valley.

Councillor Tom Hayes declared a Personal Interest as a trustee of a charity that delivers independent trauma advice in Oxford.

## 14 MINUTES

The Minutes of the Police and Crime Panel meeting held on 22 June 2018 were agreed as a correct record.

[In relation to Minute No.10 – Topical Issues, that “Exploitation” be added as work programme theme in 2019 once the independent exploitation trauma advisory service in Buckinghamshire has bedded in.

In relation to Minute No.9 – Annual Review of the Panel’s Rules of Procedure, Panel Membership and Budget – that Councillor Robin Bradburn be appointed as a Member to the Budget Task and Finish Group and Councillor David Carroll be appointed to the Complaints Sub-Committee.]

## 15 PUBLIC QUESTION TIME

The Scrutiny Officer for the Panel reported that as a result of increased publicity for this Panel meeting, several public questions had been submitted to the Panel for consideration. However, most of them did not meet the criteria for consideration by the Panel as they were operational policing questions and could only be answered by the Chief Constable. The Panel agreed that these questions would be submitted to the relevant Cabinet Member of the local authority and to the local area commander of the area concerned, for responses.

The following public question was submitted:

“I note that the Police budget has been cut by 20% since 2010 and there is more to come. There has been a recent upsurge in crime in our rural area and how is this further cut in the Police budget going to affect our local policing in the future. Also I understand the PCC was endeavouring to recover costs for extra security roles covered within the Thames Valley in order to mitigate the considerable impact on the budget.”

In response, the Police and Crime Commissioner (PCC) reported that there had been very large cuts to police funding over the last few years, with in real terms Thames Valley making £100m worth of cuts. This has had an impact on police numbers on the ground and has had a bearing on the rising crime rates throughout the country, although the proportionate increase in crime in the Thames Valley region, was substantially less than the rest of the country. In comparison to similar sized forces, the crime rate increase in Thames Valley has been lower. With increased cuts in funding it was inevitable that this would impact on how well the police performed.

In relation to the extra security roles which were carried out by Thames Valley Police; the visit by the President of the United States of America, and the Royal Wedding, a large number of police officers were used on these operations which did take them away from their normal duties.

The PCC was assured that the costs incurred for the President’s Visit would be reimbursed.

The rules on other big events was different, the costs incurred had to exceed over 1% of the annual Force budget before a claim could be submitted, and for Thames Valley, this equated to approximately £4m.

A Member asked if the PCC had made any representations to the Home Office regarding the scale of the cuts to police funding and the need to address this and improve the Criminal Justice System. The PCC replied that representation had been made by him, by the Chief Constable, and by other PCCs. There was a comprehensive spending review coming up and there had been a case put forward for increased funding. The formula on how funding was allocated was inequitable. Thames Valley Police received around £160 per head of population which was made up for Government Grant and Council Tax. The big northern Cities such as Manchester and Liverpool received substantially more funding than the Thames Valley. Merseyside Police received around £200 per head of population, with both Manchester and the West Midlands receiving around £180-190 per head of population. That difference of £30- £40 multiplied by the population of the Thames Valley of around 2.3m, would amount to around £70-90m, which would fund up to nearly 2,000 extra police officers.

The recent newspaper articles on police on the streets and the increase in crime, failed to take account

of this funding discrepancy. In addition last year's terrorist attacks have made it politically impossible to address this inequity at this stage.

A Member referred to the new Home Secretary who appeared to be advocating increased funding for the police and welcomed this. Thanks were passed onto the PCC and the Chief Constable regarding the excellent policing of the anti-President Trump protests which took place in the Thames Valley and it was asked how many other Police Forces were involved in the policing of the visit. In addition reference was made to the representations which had been made against the visit, based on the actual cost which would be involved.

The PCC reported that Thames Valley Police had no say in the detail of where the President visited but carried out their policing responsibilities to the utmost of the capability of the Force. The Chief Constable reported that there were around 20 different Forces who were engaged in various parts of the President's visit.

The Chairman commented that the Panel would continue to urge the PCC to make representations to the Government for better funding as policing was now getting to a critical level in the Thames Valley and the PCC had the full support of the Panel in asking for a fairer funding solution.

## **16 THEMED ITEM - THE GOVERNANCE OF THE SOUTH EAST REGIONAL ORGANISED CRIME UNIT**

The Panel was informed that the purpose of the themed item was to look at the governance of the South East Regional Crime Unit (SE ROCU) and how the Police and Crime Commissioner held the Chief Constable to account for the performance of SEROCU.

The first part of the item consisted of the PCC providing a presentation on the services SEROCU provided, how it was funded and the key issues which faced the Unit.

### **What is SEROCU?**

Regional Organised Crime Units (ROCU) formed a critical part of the national policing network and provided a range of specialist policing capabilities to forces which helped them to tackle serious and organised crime effectively.

- Comprised of police officers & staff from forces of Thames Valley, Sussex, Surrey, Hampshire and (to a lesser extent) Kent. The PCC commented that it made sense for Kent to be part of the SE but a decision had been made for Kent to be part of the Eastern region collaboration. Geographically this did not make sense to him
- Had responsibility for protecting communities in the South East from serious organised crime
- Worked in conjunction with UK Border Agency, Her Majesty's Revenue & Custom and the National Crime Agency (NCA) to combat cross-border organised crime
- Supported and provided resilience to SE forces (e.g. TVP Serious & Organised Crime Unit (SOCU) and Local Police Areas (LPAs) as well as national agencies and capabilities
- SEROCU was aligned with the Counter Terrorism Policing South East unit (CTPSE - formerly SECTU)
- Thames Valley Police acted as 'Host Force' for both services – one Regional Assistant Chief Constable leads the combined unit and reports to the Chief Constable of TVP.

SEROCU comprised of the following departments / functions: Investigations, Regional Fraud, Regional Asset Recovery, Regional Asset Confiscation, Prison Investigation, Prison Intelligence, Regional Intelligence Bureau, Govt. Agency Intelligence Network, Covert Operations, Under Cover On Line, Protected Persons, Operational Security, Cyber Crime, Digital & Technical Exploitation Capability, E-

Forensics and Technical Surveillance.

The PCC referred to the work Thames Valley Police had carried out in relation to the HBOS Bank fraud and he commented that nationally not enough was being done in relation to fraud. Reference was made to money laundering into this country from countries such as Russia.

### **SEROCU Governance Arrangements**

The Panel was informed that SEROCU and CTPSE services were delivered under a Section 22 Collaboration Agreement, signed by the respective PCCs and Chief Constables of the five South East Force areas. Members could withdraw from the S22 Agreement by giving 12 months' notice.

The Regional Governance Board comprised the PCCs and Chief Constables of the five Force areas and it met quarterly. The Board enabled all PCCs to hold their respective Chief Constables to account for delivery of services provided on a regional basis

The SEROCU executive role was provided by the Chief Constable of Thames Valley Police and the Regional Assistant Chief Constable was from Thames Valley Police, with the Thames Valley PCC having the responsibility for holding the Thames Valley CC to account for services provided by SEROCU.

The leadership role which the Regional Governance Board had included carrying out the following:

- Ensuring appropriate and effective governance arrangements were in place
- Setting the strategic direction for regional working
- Ensuring compliance with Govt. & partner funding requirements
- Agreeing the relevant services to be provided by SEROCU in accordance with the terms of the S22 Agreement and the Annual Business Plan, Strategic Plan, the Annual Budget and the regional funding model ('Cost Apportionment Formula')
- Included in the annual business plan was approving Business objectives, Key priorities, Performance measures, Financial, personnel & other operational resource implications
- Considering proposals for future regional working & oversight
- Having regard to any recommended actions, guidance or regulations that may impact on collaborative working

The Oversight & Scrutiny role of the Board included:

- Monitoring the use of financial, personnel & other operational resources
- Monitoring SEROCU operational performance, outcomes and emerging issues such as disruptions of organised crime group (OCG) activities, Investigations of OCGs and updates of strategic threats by crime type (e.g. County Lines/Drugs, Child Sexual Exploitation, Modern slavery & human trafficking, etc) and significant OCGs
- Receiving and approving an Annual Report
- Ensuring oversight & mitigation of strategic risks and provision of adequate & effective internal audit arrangements.

The Board met quarterly and Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services has a standing invitation to attend. Minutes were usually classified, but non-confidential minutes were published on the respective PCCs' websites.

### **What worked well and what could be improved?**

The PCC reported that what worked well was that there were regular and auditable reporting and decision making, the right people attended the meetings and there was constructive challenge from Chief Constables and PCCs.

Improvements could be made in terms of effective scrutiny of specialist operational functions as knowledge of specialist subject matter was required.

There was no national comparison of regional ROCU performance, because the organisational arrangements and functions undertaken were all so different, reflecting regional priorities and requirements, so it was difficult to judge whether SEROCU was providing value for money. Board meetings covered a wide ranging agenda.

The PCC reported that there needed to be a re-organisation of how functions could be de-centralised. The Specialist Capability Board was a national forum which looked at all specialists policing but with small police forces, there needed to more centralisation of some of these specialist functions such as counter terrorism and serious organised crime.

### **Detective Supt. Jess Wadsworth (Head of SEROCU) and Katy Harris (Lead Analyst, SEROCU)**

SEROCU operated in a complex set up, but acted as an important point of connection between police forces and the National Crime Agency (NCA). The Unit worked closely with the National Police Chiefs Council, and the Chief Constables who had lead roles in serious organised crime. The Forces within the south east were supported and in Kent's case, the Prison establishment was also supported.

The Home Office had recently relaunched a Serious Organised Crime Strategy, which had bedded SEROCU into that and clarified where the Unit sat in the landscape. Capability reviews were being looked at, as well as what the NCA brought to the table. There was a look at reducing duplication and improving efficiency.

SEROCU capabilities fell largely into five main categories. Intelligence, Under Cover Policing, Technical, Cyber and Financial.

On an annual basis, SEROCU looked at what the intelligence looked like and made decisions on priorities around this. Child Sexual Exploitation, particularly on-line, Immigration crime, Modern Slavery and Human Trafficking, drugs and "County Lines" and firearm's crimes were main priorities.

Work took place on prison investigations in relation to exchange of information around managing the risks posed by organised crime group members who were in prison. In addition, foreign national offenders, disruption of these took place to get rid of the problem.

Measuring success was carried out around Organised Crime grouping, whereby the Forces, the regions, the partner agencies, mapped their data. Details of the numbers of the Organised Crime groups were reported. Reference was made to poly criminality, whereby criminals dealt in multiple crime types i.e. drugs, cigarettes or human beings.

The Panel was provided with information on disruptions made to Serious Crime Groups, and this formed part of the Unit's performance reporting. SEROCU was capable of offering support around most threats, including offering support to crimes which occurred across Police Force borders.

Reference was made to recent successes which included major fraud from traveller families dating back to 2016. There were over 100 victims of this fraud, it involved 13 Police Forces, 39 people were charged with money laundering offences and almost £3m was confiscated back and given back to the identified victims.

Examples of ongoing cybercrime investigations were reported which SEROCU assisted Police Forces with. The “Dark Net” - Thames Valley Police had carried out operations to stop individuals conducting criminal activity through this forum.

Investigations took place around cybercrimes against big organisations which were sometimes carried out by vulnerable individuals with mental health problems. Police worked with partner agencies to offer support to these people.

Reference was made to the work which the unit did in support of Forces, to support ongoing operations. There had been uplifts in staffing around certain capabilities such as On-Line capabilities. There was now better recording of these crimes. Thames Valley accessed SEROCU capabilities.

Undercover officers worked on “County-Lines” drugs cases, to infiltrate criminal gangs and to help Thames Valley Police get that evidence to take criminal proceedings forward. In a recent murder case in Oxford, SEROCU assisted TVP in the investigation.

SEROCU’s relationship with the Government Intelligence Agency Network was useful to help Forces in investigations. Examples were given of the work of the Disruption Teams working with partner agencies, to bring criminals to task.

Reference was also made to some of the national work which the SEROCU carried out due to innovatory work of the Unit which was recognised nationally.

Challenges were around funding some of the operations, which presented instability as funding could be short term which created uncertainty. Short term contracts created instability for staff. Another challenge related to Estates. Of the 9 ROCUs, SEROCU was the only one that did not own their own estates, which meant that the service was located around many sites, sharing facilities with partner agencies. Co-location was a positive, but SEROCU were tenants which gave an element of vulnerability. Temporary accommodation was within Police owned buildings; Hampshire and Thames Valley, which was not sustainable in the long term.

Overall, SEROCU did not have a good enough footprint within the Thames Valley which placed limitations on the operational coverage and people on the ground. Working closely with SOP ensured things were covered.

### **“County-Lines “**

The Home Office definition was that “County Lines” was a term used to describe gangs and organised criminal networks involved in exporting illegal drugs into one or more importing areas (within the UK), using dedicated mobile phone lines or other form of “deal line”. They were likely to exploit children and vulnerable adults to move and store the drugs and money and they would often use coercion, intimidation, violence (including sexual violence) and weapons.

The three elements involved in “County Lines” were:- It must have a Branded name, or be a single identified phone number. It had to involve movement and export of drugs, money and people from one area to another. Historically it was always thought that this movement was from a large metropolitan area to somewhere more rural. The new definition now allowed for movement within one Force area, for example from Reading to Slough or Oxford to Wantage. The third element of the definition had to involve a gang, a criminal network or even an organised crime group.

“County Lines” could also involve exploitation and coercion of individuals and/or a workforce. The

relatively new phenomena of “County Lines” was a nationally challenging area at ROCU and NCA level, and at Force level, and it was difficult to determine the exact data and numbers of people involved in “County Lines” and its businesses.

Visual examples were given of mapped “County Lines” operations which highlighted the complexities of the problems which crime agencies had. There were multiple different cells operating across the country, across different Force areas, people having specialist roles. Some of the criminal businesses who were involved in “County Lines” could be in competition with each other or they could even be working together. The management of the criminal business were also often hostile to the workers in the business.

“Taxing” was a term used for the intimidation and violence used against workers in these criminal businesses. Robberies were staged against people to steal products and management would hold workers to account for this and they would be indebted to management for the cost of the losses and would have to work for free to pay off this debt.

It was a complex issue, working out who was working with whom, and who people were working for. The networks were constantly shifting with the biggest network previously being in Hampshire but now having shifted to the Thames Valley area which was an intelligence challenge.

The threat of the “County Lines” danger was widespread, emanating from the Manchester, Birmingham, Liverpool and London areas. Trafficking of people from one area to another took place and both adults and children within the Thames Valley area had been identified.

Most of the information which was held related to local drug dealers and vulnerable people but it was not these individuals who were driving this threat. This threat was driven by the management of these criminal businesses and specific enablers who were often criminally exploiting people at grass roots level. Information on the management of these criminal businesses was most difficult to obtain and to work out who was linked to whom.

SEROCU was the lead ROCU for “County Lines”, influencing national working groups, and working directly on the national response to this issue. This benefitted the South East as pilot schemes were used in the region. The South East had the greatest level of “County Lines” activity, mainly because of the proactive identification of the problem which had been carried out by SEROCU.

It was recognised that “County Lines” crossed Force and ROCU boundaries and co-ordination was required nationally to tackle the problem. Reference was made to the Regional Prisons Intelligence Unit and it was important that intelligence was gathered from criminals inside prisons, who continued to operate their criminal businesses from prisons.

“County Lines” required a whole Government approach to combat the problem.

Reference was made to the use of vulnerable people in “County Lines” crimes, in terms of criminal gangs taking over individual’s homes and cars to conduct their business. Local Authority Housing Services had a role to play in this in terms of monitoring the number of complaints received against addresses relating to noise, unusual activity and anti-social behaviour. The Education Service also had a role to play in terms of identifying those young people who were groomed for “County Lines” criminal activity. These were being groomed “face to face”, on social media etc. There was a clear preventative responsibility to teach children about health relationships, and to understand other choices which may be available to them. Many young people did not have many choices around employment, training and education so it was up to the authorities to put in place resources and strategies to provide alternative

pathways for these young people.

## Questions

1. With the lack of benchmarking information on the performance of SEROCU, how does the PCC ensure that SEROCU was getting results and providing value for money?

*The PCC reported that it was very difficult to benchmark because you were not comparing like with like. In the South West for example, there was limited ability to deal with this problem as SEROCU did a lot of work for them. But from looking at the figures, SEROCU was performing well if you compared figures.*

2. In relationship to partnerships and the other agencies which the Police had to work with, what impact has budgetary pressures on local authorities and charities had on tackling this type of crime? This is particularly in relation to social services and education, areas that the Police work with in terms of tackling these crimes.

*The PCC reported that partners which worked with the PCC were part funded from PCC funds; through the Community Safety Fund. Individual charities were also supported through part funding, some of which is provided from the Police Property Act Fund. The PCC in consultation with the Chief Constable awarded funding to charities through this, although this was a difficult process as this was oversubscribed. All public authorities were facing budgetary constraints.*

3. At the last meeting, the PCC was asked about what communication he had with PCC colleagues in West Midlands regarding the trafficking of young people and drugs from Birmingham to Oxford. An update was requested on this.

*The Panel was informed this had not yet taken place but the issues would be raised with West Midlands PCC shortly.*

4. The data which was shown during the presentation broke down instances of types of organised crime in the Thames Valley; CSE with 14 organised crime groups, drugs at 472, "County Lines" at 21. How many poly criminality groups were there? Also in relation to the targeting of vulnerable young people by these criminals for sexual exploitation and drugs, what characteristics were criminals looking for in terms of vulnerability?

*On the data provided and on poly criminality; this was cross cutting. This was a complex area, as these gangs had elements of many crimes, but for the purpose of categorising these crimes, a judgment call had to be made. The poly criminality usually operated at management level of the gang.*

*In terms of characteristics of vulnerability, absolutely anybody can be a victim. There are of course readily identifiable characteristics, but SEROCU did not just concentrate on these. Of course, young people who had come into contact with social services, mental health service and education could be perceived as being vulnerable, but criminals also targeted young people who would not be perceived as ordinarily being vulnerable.*

5. This was a complex structure which required a great deal of communication and an exchange of information. When frontline policing identified individuals and it gets fed into the system, what are the timescales to when this is identified as an organised crime and not just a general crime?

*SEROCU reported that it was the visible aspects of serious and organised crime and that is why the Unit*

*tries to understand what Forces are dealing with day to day. Whether they are being called to addresses where individuals are being exploited. There are operations currently taking place where officers are not dealing with the crime in front of them, but will attack their business model and take their money, which hurts these gangs more. The constant disruption by forces has to go on and to cut off at the higher level, but this cannot be done without gaining intelligence at grass roots. Timescales varied and depended on the individual case.*

*The Deputy PCC reported that Police Officers were now more aware of what to look for when out on the streets and can identify victims of exploitation and know what the risks and threats are.*

6. The technology to jam mobile phone signals exists and has done so for a long time, so why is this not done, particularly for those in prison running “County Lines” businesses. Reference was made to “indebting”, whereby drug’s runners are convicted and then let out, back onto the streets, being in debt to the organised crime gangs. Should these young people be treated as juvenile offenders or victims?

*The Police can go to the Courts for a restriction order to switch telephone lines off and jam a “county line”. However, this may not solve the problem as the void would be filled quite quickly. On indebting, in the policing world the culture has shifted dramatically and the Police recognise that some of the people encountered are not all perpetrators and criminals, but are victims and require support and need to be sign posted to relevant support agencies. The Police recognise that these people are vulnerable and a balanced decision is made whether to put them out on the street to help with intelligence gathering or to protect them because they are vulnerable.*

*The PCC referred to a meeting he had with the Lord Chancellor, who was in charge of Prisons, where he commented about blocking mobile phone coverage in Prisons and about the possible tagging of released serious criminals.*

7. What percentage of “County Lines” crime is in the boundaries of Thames Valley and how do we make sure we are co-operating with other ROCUs?

*It is difficult to give a percentage because the picture is ever changing. The ROCU network is a strong network, with lots of joint working, exchanging of information and conference calls. Although ROCUs were maybe a little inconsistent, they do work together, with dedicated officers who liaise with other ROCUs. The mapping system is used by all ROCUs to ensure consistency and a joint approach to the problem.*

8. Do you have a problem with IT in terms of talking to Police Forces, and are the Police IT experts able to deal with some of the more sophisticated IT criminals out there?

*The Panel was informed that the National County Lines Coordination Centre was to be set up, with each ROCU appointing a designated analyst to help with the intelligence and information sharing with other ROCUs. There were challenges with IT, with various different systems used by the 43 Forces. In the South East Area, all Forces used the same business provider which meant Forces could talk to each other.*

*In the South East region, there is an outstanding Cyber Team who are digitally and technically skilled and who have an understanding of the criminal mind set in this field. Team Cyber South East, comprises of all the Forces that sit in the South East, who share information and have a joined up approach to the threats posed by cybercrime. Reference was made to civilian cyber volunteers who were skilled in IT, who worked for the major world IT businesses, who voluntarily worked with the police in this area.*

9. Details were requested on the process for bidding for funding from the Early Intervention Youth Fund.

*The Chief Executive of the OPCC reported that PCCs had to act as the 'lead bidders', and work with CSPs and other partners in order to submit a partnership bid for funding. One of the OPCC members of staff had been working with, Community Safety Managers across the Thames Valley to develop an appropriate single collective bid, rather than a number of discrete bids per each CSP. The Government had extended the deadline for PCCs to submit a bid to 28 September 2018.*

10. Whilst it was understood that benchmarking was difficult in this field, however, is there any information available on the level of undercover work which is carried out and an assessment of its success?

*There had been some work done in the South Eastern region to see how much disruptive work had been carried out, but it is too difficult to assess the impact of the work carried out in relation to reduction of criminality. Undercover work could be one aspect of an operation so it is difficult to assess its impact on its own.*

11. In relation to victims of "County Lines" crimes, is there anything which could be done to raise the awareness to those vulnerable people who are exploited by this crime, as often they are unaware that they are victims of this crime?

*Counter Terrorism leads on this in terms of how you recognise victims. In relation to what do others see or recognise, Prevent, Protect and Prepare are all locked into the approach to "County Lines". The Chief Constable referred to information which had been shared with local authorities, particularly in the Social Services and Education sector, so that potential victims can be recognised. The use of Closure Orders has been used to restrict access to particular premises and to cut down on anti-social behaviour and this reduced the power of those criminals "cuckooing" people's properties. Reference was made to Operation Stronghold where work has been done to coach and mentor victims to help them understand the damage which is being done to them in terms of exploitation whilst being involved in this criminal activity.*

12. How important is the flow of intelligence and information sharing on criminal gangs with Police Forces in the European Union?

*The Chief Constable reported that it was critical that there was joint working with European Union Police Forces. Work was taking place to see what the gaps may be, post Brexit with all the scenarios. European Police Forces wished to remain engaged with UK Forces, as this country was a key player in Europe on police-wide initiatives. The PCC commented that the loss to the rest of Europe of the UK as the lead nation in terms of overall policing intelligence would be huge and the European Union would not want this to happen. There were strong intelligence links with Canada, Australia, New Zealand and the United States and that accumulative intelligence was in a different league to anything which Europe had.*

## **RESOLVED**

**That the presenters be thanked for the excellent information provided and the Panel noted the work carried out by SEROCU and commended both the PCC and the Chief Constable on the unit's performance.**

This item was withdrawn and would be considered at the next meeting of the Panel.

## **18 CHAIRMAN AND PCC UPDATE**

The Panel was provided with a report prepared by the Scrutiny Officer which presented details of topical policing issues since the last meeting of the Panel.

The PCC reported that although funding for Thames Valley Police was inadequate, for the past 12 months finance had stabilised. A major issue for Thames Valley Police was retention of staff, rather than recruitment of staff. Courses were running at a maximum in terms of numbers, but retention was the real problem, partially due to the cost of living and house prices in the Thames Valley.

The PCC reported on the success of the increase in “stop and search”. When it was applied fairly and properly, this was an effective weapon in the fight against crime.

Reference was made to the recent cut-backs in Magistrates Courts which had an impact on the judicial system in terms of cases collapsing due to distances witnesses had to travel and also to magistrates themselves. There could be other alternative venues used such as the local Council Chamber of a local authority. In relation to the judicial system, a Member raised the problem of the lack of pre-trial preparation for witnesses which meant that witnesses were ill prepared, that the Courts were not made aware of any adjustments which were required. An example was given of a wheelchair bound witness not able to access the Court room for a trial. The PCC said he would investigate this and update the Panel.

The PCC updated the Panel on progress made in terms of illegal encampments. Throughout the summer, there had been a number of illegal encampments within the Thames Valley. What was required was central legislation to provide a uniform approach to this to stop the travellers just moving on elsewhere. Many of the travellers originated from Southern Ireland, where illegal encampments were treated differently, whereby those travellers who trespassed on other peoples’ land, had their vehicles confiscated. Reference was made to the protocol which the Panel had agreed which provided a consistent approach to illegal encampments throughout the Thames Valley.

A discussion took place on the problems with non-emergency 101 calls, and that some residents had to wait an inordinate length of time for their calls to be taken. The Chief Constable commented that the Police Force’s Call Centre had had a challenging last couple of months, with an increase in the number of calls which had an impact on the service. This would improve and although there were examples of residents having to wait an unacceptable amount of time for their 101 calls to be answered, the vast majority of calls were dealt with efficiently within two minutes. The Panel was asked to note that calls to the 999 service were the priority and these were dealt at an average within 10 seconds. Reference was made to the online services which residents could use for non-emergency contact which would improve interaction between the Police and the public.

A Member raised a question regarding knife crime, and whether there was the need for a Knife Crime Policy. The Chief Constable commented that there was lots of working taking place around knife crime; in schools there was education and preventative work taking place around knife crimes. Thames Valley did not have the same level of problem as London. In response to a request for a breakdown of by local authority of the data for the number of people arrested for knife crime, Members were informed that this data would be held by the relevant Community Safety Partnership.

A question was asked about the number of assaults against police officers in the Thames Valley and why this was on the increase. The Chief Constable reported that the assaults data was possibly down

to better reporting and recording and encouraging officers to report these assaults.

An update was provided on implementation of the apprenticeship scheme. The Panel was informed this was still in the procurement stage.

Reference was made to the “track my crime” initiative and an update was requested on this. The Chief Constable reported this would be operational in 2019.

**19 WORK PROGRAMME**

The report was noted.

**20 DATE AND TIME OF NEXT MEETING**

The date of the next meeting was on 16 November 2018 at 11.00am at Aylesbury Vale District Council Offices.

**CHAIRMAN**



## OFFICE OF THE POLICE & CRIME COMMISSIONER FOR THAMES VALLEY

### PCC PROGRESS REPORT TO THE THAMES VALLEY POLICE AND CRIME PANEL 16<sup>th</sup> November 2018

#### Police and Crime Plan Strategic Priority 5: **Police Ethics and Reform**

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 Force Performance Group meetings whereby I can witness the Chief Constable and Deputy Chief Constable (DCC) holding relevant operational personnel to account for their performance in delivering their respective specific aims, objectives and targets. Furthermore, at my quarterly 'Level 1' public meetings I hold the Chief Constable to account for overall delivery of operational policing against the Force's Annual Delivery Plan.

In respect of **Strategic Priority 5 ('Police Ethics and Reform')** my objective is to increase the pace of change, with particular focus on:

- Continuous improvement and innovation
- Perceptions of the police

**My Police and Crime Plan sets out the following 'Key Aims' for addressing Police Ethics and Reform:**

1. Improved routes into services from police and other agencies for victims and witnesses who require support.
2. Clarification of processes for referring on issues that sit best with other authorities.
3. Encourage accelerated up-take of new technology in order to prevent, reduce and detect crime.
4. Development of strategies to improve perceptions of police among young people.

I have summarised below the progress to date (Year 2, 2018/19) on the delivery of the above, four-year, Police and Crime Plan 'Key Aims'.

**2017/18 PROGRESS ON DELIVERY OF STRATEGIC PRIORITY 5 'KEY AIMS'**

**(Year 2, 2018/19)**

**1) Improved routes into services from police and other agencies for victims and witnesses who require support**

**TVP Delivery Plan actions & progress:**

2018/19:

- The Policing Strategy Unit has developed guidance to ensure officers and staff are aware of how to refer victims into the PCC's Victims First service.
- The Criminal Justice department (CJ) is supporting the Force Liaison Advisors in professionalising and delivering a more streamlined approach to the deployment of Family Liaison Officers (FLOs) to deliver a better service to the victims of the most serious crimes. This includes development of a resource availability sheet and development of Family Liaison Coordinators at first line supervisor level outside the Major Crime Unit to bolster resilience. This will contribute to improving the Force's response to dealing with witnesses, through using legislation and learning effectively.
- There has been continued Force-wide internal communications to promote the Victims Code to staff and officers.
- Force CID is exploring an information campaign targeting victims of rape to improve understanding of the criminal justice process and support available. This aims to encourage engagement with, and confidence in, the criminal justice process to improve positive outcomes.
- The number of victims accepting a referral to Victims First stood at 25% in August 2018; however, it is evident that there is still under-recording of victims' acceptance / rejection of a Victims First referral.

2017/18:

- 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 Protection Arrangements (responsible authorities).
- 

**OPCC general activities:**

2018/19:

- The Victims First service launched in March 2018 which allows for a centralised referral pathway for any victim, witness or family member of victim who require additional emotional and practical support. In the first 6 months of this current financial year, the Hub has received referrals for 2,226 victims and provided support to 889 people.
- We have worked closely with Thames Valley Police to create new guidance and put a technical solution in place which allows officers and staff in contact with victims to check on their welfare and, where support is required, refer them directly to Victims First.

- Victims First has also being promoted to the public and other partners to ensure that people that need support, regardless of whether they have reported the crime to the police, are aware of Victims First and know how to access it. This includes the development of 'Victims First Connect' which involves creating 'community information points' in local areas so that people can access information about support and be referred to Victims First.
- We have co-commissioned some domestic abuse services with local authorities, including Medium Risk Safety Planners. They are located in Domestic Abuse Investigation Units and work with medium-risk victims to deliver safety planning and signpost to support services

**OPCC Community Safety Fund initiatives:**

2017/18:

- West Berkshire CSP invested £73,547 towards a Youth Offending Service which includes a Youth Offending Team Officer. Their work includes Out of Court Disposal assessments of the likelihood of re-offending, risk of serious harm and the young person's vulnerability.
- Oxfordshire CSP invested £113,456 on Youth Justice Services including work with some of the hardest to engage and extremely distrustful young people enabling them to increase awareness of exploitation, divert from exploitive situations and support with safeguarding where appropriate. Of the current 49 children over half have some level of exploitation concerns identified.
- Cherwell CSP invested £11,829 to support vulnerable young people and adults linked to organised crime groups.
- Milton Keynes CSP invested £120,900 towards a Youth Offending Service which prevents the most vulnerable children and young people in their community from experiencing additional difficulties.

**Police Property Act Fund initiatives**

(inc. funds allocated through Community Foundation and High Sheriff awards):

2017/18:

- DrugFAM (Oxfordshire) received £4,555 towards delivering a support group for families, friends and partners affected by someone else's addiction.
- DrugFAM (Berkshire) received £5,000 towards the development of their helpline which is the first point of access into its core services for families, friends and partners affected by someone else's addiction.
- DrugFAM (Buckinghamshire) received £5,000 to support families, friends and partners affected by someone else's addiction.
- Wycombe Youth Services Partnership received £3,900 towards their 'CTRL+ALT=DEL' early intervention pilot project which works with year 7's at secondary school. The program runs over 12 weeks and works with young people who are at risk of negative street group and gangs. Sessions cover areas such as: gang culture and behaviours, sense of belonging, the law, crime, coercion, peer pressure and weapons awareness.

- The Youth Enquiry Service received £3,000 towards their Drop In service which provides free support to young people aged 13-25 years in High Wycombe, Buckinghamshire and surrounding areas. This support is on a range of issues include gang issues, grooming and drugs
- SAFE! Support for Young People Affected by Crime received £5,000 towards the running of the Building Respectful Families Programme in Reading. The initiative supports families where there is Child on Parent Violence (CPV) and is run for 10 sessions. CPV is a form of Domestic Abuse which is often hidden and under-reported with evidence showing it can be an indicator of future adult abuse

## 2) Clarification of processes for referring on issues that sit best with other authorities

### TVP Delivery Plan actions & progress:

2018/19:

- Aylesbury Local Policing Area have worked in partnership with Aylesbury Town Centre Partnership on initiatives such as Pub Watch to gain the Purple Flag award for positive night time economy experience.
- TVP Criminal Justice Department and key criminal justice partners are being engaged in order to establish complementary approaches to diversion and offender aftercare referrals, for example probation services and custody partnerships including Liaison and Diversion. The timing of the rollout is linked to the delivery of effective rehabilitative treatments including Victim Awareness Course and drug and alcohol treatment.

2017/18:

- Wycombe LPA launched a new safeguarding meeting structure embedded within neighbourhoods to drive activity across relevant partnerships, anticipating that clearer lines of responsibility will improve efficiency.
- Pilgrim Heart Trust received £2,500 towards their project supporting the homeless. This includes, where necessary, referring them to local Drug and Alcohol services and liaising with local police to inform and improve the methods of referral.
- The Force is working in collaboration with communities, colleges, licensed premises, schools to focus on knife harm reduction

## 3) Encourage accelerated up-take of new technology in order to prevent, reduce and detect crime

### TVP Delivery Plan actions & progress:

2018/19:

- The Contact Management Platform (CMP) programme has completed end-to-end application demonstrations. Final user acceptance testing preparations and user training plans are aligned between the force and the programme. These plans will maximise the use of the CMP system, making best use of its new capabilities to manage demand, and provide the most effective service for our communities.

- Training has been completed for the Contact Centre and wider training is in progress.
- The work completed by the Professional Standards Department with the Digital Public Contact Programme, has significantly reduced demand through more effective filtering of incoming e-mail. Around 2,000 emails per year will be more effectively managed, improving services to the public making contact and improving staff effectiveness.
- More investment has been made into the Force crime recording system, NicheRMS, and a new version will be implemented shortly.
- The expansion of video links to Courts using the LiveLinks service has been completed.
- Evidence is now being shared with the Crown Prosecution Service using its evidence exchange system, Egress, reducing the amount of paper and the number of disks being posted.
- The new Thames Valley Police / Hampshire Constabulary website for public reporting has been launched, which is part of a move towards a single online home for all forces, and is providing increased notifications resulting in a reduction in 101 calls and increased operational efficiency.
- The Electronic Case Files readiness project has been completed.
- The 'Effectiveness and Efficiency Programme' is working across the Force to identify where existing and planned technology investments can drive people and process changes to increase effectiveness and efficiency.
- The ICT department continues to work with the National Enabling Programme to adopt national solutions at a regional level. This includes instant messaging and voice/video conferencing to create a more effective and efficient workforce that is increasingly mobile. The provision of remote secure network access will enable these new ways of working in a secure way.
- The Mobility Enablement Strategy is aligned with Smarter Ways of Working to better enable digital policing, giving officers & staff the devices and tools they need to be always securely connected and work where they are needed, which allows improvements in productivity and releases savings through efficiency.
- The Data Enablers Programme (collaborative with Hampshire Constabulary) has been established, with the Programme Board established in July and a programme definition agreed. Over the next three years the Data Enablers Programme aims to implement a structured approach to data management that will underpin digital transformation and how the Force maximises the value from using data as a key asset.
- The Professional Standards Department (PSD) review of misconduct hearings initiated in Q1 2018/19 has been completed and members of the public can now make direct online requests to attend, improving the efficiency of the process.
- The website facility for public reporting of crime and road traffic incidents is working effectively, with 80% of RTIs and 12% of crime now being reported online. During Q2 2018/19, the Force has started to run analysis of the usage and issues raised to further improve the public interfaces.

- TVP Major Crime and Criminal Justice departments continue to work collaboratively with the Crown Prosecution Service (CPS) Complex Case Unit and the Crown Court team on the development of digital files. They are now using video conference facilities from the Major Crime offices direct to CPS to prevent unnecessary travelling and improve communication, which has so far received positive feedback from the CPS Crown Court team.

2017/18:

- The trial of 'no interview' (where the Force has enough evidence to move straight to charge), launched in Q2 by Abingdon Custody, was rolled out Force-wide in Q3. By the year-end, it was estimated to have saved over 400 hours of police officer time; these efficiency savings allowed officers to be back on the streets quicker. It is projected that around 3,400 hours of officer time can be redeployed annually.
- TVP Major Crime Unit successfully trialled electronic files for a murder case in Q3 and are now utilising electronic files for all cases. A process has been agreed with the Crown Prosecution Service to improve consistency and reduce unnecessary delays.
- A new server for Major Crime has been purchased and installed to increase the storage capability to cope with the electronic file requirements and the additional storage requirements brought about by the proliferation of CCTV and the new MCU CCTV unit.
- Online road traffic collision reporting is now live on the TVP website to allow the public to report accidents online.
- The new Contact Management Platform (CMP) will deliver the capability for improved response by police officers, by utilising new ways of working, providing a richer source of information for the TVP Contact Centre and a more joined-up response.
- As part of the Rural Crime Focus, the video introduction to rural crime was shared on social media and viewed over 14,000 times on Facebook, and the website page designed to help report and reduce rural crime was visited 825 times in the first month of its launch in mid-December. A live webchat event focussing on rural crime was visited 218 times.
- The TVP-led CCTV Strategy Working Group was set up and is benchmarking hub solutions with other forces; gathering evidence based around existing demand, crime prevention and resolution statistics to develop an effective CCTV strategy.
- ICT services are being designed in a way that allows sharing across regional forces, using 'cloud' technologies. This enables TVP to share solutions and best practice, and reduce the cost burden on TVP.
- The initial predictive analytics project has now come to a conclusion and TVP is awaiting the formal evaluation from Coventry University. Initial feedback was positive and engagement with local authorities is ongoing around maximising the most effective use of such predictive analytics.

#### 4) Development of strategies to improve perceptions of police among young people

##### TVP Delivery Plan actions & progress:

2018/19:

- Local Policing are working with Corporate Communications to promote the benefits of Independent Advisory Groups (IAGs) as a way of improving engagement with under 18 year olds.
- A Schools Policing Conference took place in August bringing together schools / youth engagement officers from across the Force to learn from key internal and external stakeholders, share good practice and provide a networking opportunity. There were 110 attendees from across the Thames Valley.
- The Chair of the Stop and Search Independent Advisory Group (SSIAG) has written to Youth Offending Teams encouraging youth participation in IAG forums. The Chair has also requested attendance at university forums after a student representative attended a recent CPS/Criminal Justice meeting.
- The SSIAG Chair is preparing a YouTube clip discussing IAGs as a way to encourage young people to consider joining IAGs to be heard and make a difference.
- Stop and Search organisational review meetings are used to ensure that messages around safeguarding and engagement are shared at every under 18 search.

2017/18:

- The LPA engagement plans include Children and Young People (C&YP) engagement activity with central feedback provided to LPA commanders on their plans
- The Force has reinforced the safeguarding principles in Stop and Search encounters with Children and Young People, ensuring prompts are contained within the Stop and Search 'app' to remind Officers of their safeguarding responsibilities.
- Cherwell & West Oxfordshire Local Policing Area launched the Safeguarding Children in Banbury project in collaboration with local schools.
- There is a process in place to ensure every under-18 year old Stop and Search is scrutinised so no safeguarding opportunities have been missed.
- The responses from the two surveys focused on young people, led by Corporate Communications, are being collated to feed into future strategy relating to young person engagement, and to help identification of future opportunities.
- The Wycombe LPA Cadet scheme continues to flourish and is over-subscribed with interest.

**Anthony Stansfeld**  
Police and Crime Commissioner for Thames Valley

7 November 2018

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## OFFICE OF THE POLICE & CRIME COMMISSIONER FOR THAMES VALLEY

### PCC PROGRESS REPORT TO THE THAMES VALLEY POLICE AND CRIME PANEL 16<sup>th</sup> November 2018

#### 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 Force Performance Group meetings whereby I can witness the Chief Constable and Deputy Chief Constable (DCC) holding relevant operational personnel to account for their performance in delivering their respective specific aims, objectives and targets. Furthermore, at my quarterly Level 1 public meetings I hold the Chief Constable to account for overall delivery of operational policing 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) 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.
- 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.
- 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.
- 4) Improvements in criminal justice experience and outcomes for victims of domestic and sexual abuse.
- 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 to date (Year 2, 2018/19) on the delivery of the above, four-year, Police and Crime Plan 'Key Aims'.

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

**(Year 2, 2018/19)**

- 1) Improved recognition across the criminal justice system of mental health distress experienced by both victims and offenders, leading to:**
- **Referral pathways and improved access to Mental Health care**
  - **Improved access to mental health care form those in contact with the criminal justice system**

**TVP Delivery Plan actions:**

2018/19:

- The Policing Strategy Unit has developed operational guidance to ensure officers and staff are aware of how to refer victims into the Victims First service.
- The quality of Victim Contact Contracts continue to be monitored by service improvement, and Thames Valley Police is currently running a "Dotting the i's" and "Crossing the t's" internal campaign to ensure contract quality is high. The percentage of offences per month which have a Victim Contact Contract has risen from 34% (in July 2017) to 78% (in April 2018).
- New guidelines have recently been published in relation to dealing with detainees in custody with mental health issues.
- The Criminal Justice department is supporting the Force Liaison Advisors in professionalising and delivering a more streamlined approach to the deployment of Family Liaison Officers (FLOS) to deliver a better service to the victims of the most serious crimes. This includes development of a resource availability sheet and development of Family Liaison Coordinators at first line supervisor level outside the Major Crime Unit to bolster resilience. This will contribute to improving the Force's response to dealing with witnesses, through using legislation and learning effectively.
- New operational guidelines were released in Q2 in relation to dealing with detainees in custody with mental health issues.
- The Criminal Justice department continues to work with Liaison and Diversion and Mountain healthcare to provide help and support for all detainees in the custody environment. Criminal Justice has also been working with the Metropolitan Police to review their Custody divert scheme which provides education, employment and training to a specific cohort of 18-25 year olds. However, whilst considered a positive initiative, TVP is unable to introduce the scheme at this time due to funding constraints.

2017/18:

- The Policing Strategy Unit template for use in custody in order to assess the risk of suicide to suspects leaving custody, developed in Q3, went live. It also includes guidance about referral to partner agencies and the importance of regular contact and updates about an investigation.
- A new Local Policing Operating Model was introduced in June 2017 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:**

2017/18:

- £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.
- Royal Borough of Windsor and Maidenhead CSP invested £33,500 on Outreach services for those with alcohol and drug abuse and mental health problems.
- Milton Keynes CSP invested £40,000 in outreach support for persons with Mental Health, drug and alcohol abuse.

**OPCC Victim Services:**

2018/19:

- The Victims First service launched in March 2018 which allows for a centralised referral pathway for any victim, witness or family member of victim who require additional emotional and practical support. The Hub provides a single point of contact for victims, witnesses and family members, and coordinates the most appropriate support according to their needs. In the first 6 months the Hub has received referrals for 2,226 victims and provided support to 889 people.
- We have worked closely with Thames Valley Police to create new operational guidance and to put a technical solution in place which allows police officers and staff in contact with victims to check on their welfare and, where support is required, refer them directly to Victims First.
- Victims First has also being promoted to the public and other partners to ensure that people that need support, regardless of whether they have reported the crime to the police, are aware of Victims First and know how to access it.

**Complex Needs Service**

2017/18:

- 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).

### **Thames Valley Independent Sexual Advisory (ISVA) Service**

2017/18:

- 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**

2017/18:

- Initial 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 2017/18 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.

## **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:**

2017/18:

- TVP Local Policing is working with Mental Health partners to establish a joint data set to manage demand, via Local Partnership sector meetings.
- 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:**

2018/19:

- Age UK Oxfordshire were awarded a grant of £55,224 for a two year project to work with organisations who engage with the elderly community and train them on elder abuse, vulnerability issues and safeguarding procedures.

2017/18:

- A number TVP cross-departmental projects, such as the joint Protecting Vulnerable People / Economic Crime Unit work on protecting the elderly and other vulnerable adults online have been developed.
- 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.

#### **OPCC general activities:**

2017/18:

- The OPCC recruited a Communications Support Officer whose role includes 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.

### 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:

2018/19:

- Phase 3 of the Hidden Harm campaign was launched in June 2018 and raised awareness of honour based abuse and forced marriage to communities in the Thames Valley and internally to officers and staff. It resulted in 32 separate pieces of media coverage and an estimated reach of over 1.5 million people.
- Channel 4 News ran a Thames Valley led feature on how the police handle domestic abuse incidents involving minority communities.
- Messaging from the previous two phases of the hidden harm campaign, which focused on modern slavery and child abuse has reached 1.4 million people on social media.
- The Protecting Vulnerable People department has nearly completed the SaVE 3 training for officers and staff which focuses on missing people, stalking and harassment. The programme has been developed taking into account recent Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) inspections, College of Policing reports and internal audits.
- Lesbian, Gay, Bisexual and Transgender Liaison Officers (LAGLO+) are attending Hidden Harm training and information sessions at schools and public events across LPAs.
- New Honour Based Abuse guidance has been published to assist officers and staff in dealing with Honour Based Abuse incidents and providing support to victims.
- Through the SaVE programme there have been a number of dedicated communications plans which have looked to increase the knowledge and confidence of the public, police and partners in recognising these 'hidden harm' crimes such as modern slavery, honour based abuse and domestic abuse, and so increase our ability to deal with them.
- Recorded levels of honour based abuse offences remain low and have decreased from 62 last year to 59 in the first half of this financial year.

2017/18:

- The initial predictive analytics project came to a conclusion and TVP is awaiting the formal evaluation from Coventry University. Initial internal feedback was positive and engagement with local authorities is ongoing around maximising the most effective use of such predictive analytics.
- The second phase of the Cyber Crime campaign '#ProtectYourWorld', launched in February, aimed at young people and their parents or carers to keep them safe online. This campaign involved support from a range of partners, including numerous councils, Oxfordshire Army Cadets, Berkshire Community Foundation, SEROCU, Clearly Speaking (a support service for those with autistic spectrum disorders and other associated difficulties) and Safe! (a support service for young people affected by crime).

An online live Q&A was filmed as part of the campaign, in partnership with the NSPCC, which has had over 1,200 views.

- 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.
- Cinnamon Network funding has been approved to address high demand, high vulnerability issues across a number of Local Policing Areas.
- October 2nd 2017 saw the launch of the 18 month 'Hidden Harm' campaign.
- As a result of the 'Hidden Harm' focus on modern slavery in Q3, 14 referrals were made to the National Referral Mechanism supporting vulnerable people at risk of exploitation.
- Chiltern and South Buckinghamshire LPA's work on closure orders has seen further positive impacts in reducing anti-social behaviour, removing problem tenants and protecting vulnerable people from the practice of 'cuckooing'.
- 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:**

2017/18:

- 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.

**OPCC Victim Services:**

2017/18:

- 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.

#### **OPCC general activities:**

2018/19:

- Over £3m of community safety funding provided to local authorities across the Thames Valley to tackle local priorities, including hidden harm.

2017/18:

- 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

#### **4) Improvements in criminal justice experience and outcomes for victims of domestic and sexual abuse**

##### **TVP Delivery Plan actions:**

2018/19:

- The Policing Strategy Unit have issued amended forms and guidance for officers submitting files for domestic abuse cases to improve the quality of evidence and to reduce errors.
- The Policing Strategy Unit has developed guidance to ensure officers and staff are aware of how to refer victims into the Victims First service.
- The quality of Victim Contact Contracts continue to be monitored by Service Improvement, and Thames Valley Police is currently running a "Dotting the i's" and "Crossing the t's" internal campaign to ensure contract quality is high. The percentage of offences per month which have a Victim Contact Contract has risen from 34% (in July 2017) to 78% (in April 2018).
- A pilot between TVP Criminal Justice, the Crown Prosecution Service and Aylesbury Crown Court is currently underway to fast track domestic abuse cases in the Crown Court. This is being reviewed academically by Huddersfield University and expected to report this autumn.

- The Criminal Justice department is supporting the Force Liaison Advisors in professionalising and delivering a more streamlined approach to the deployment of Family Liaison Officers (FLOS) to deliver a better service to the victims of the most serious crimes. This includes development of a resource availability sheet and development of Family Liaison Coordinators at first line supervisor level outside the Major Crime Unit to bolster resilience. This will contribute to improving our response to dealing with witnesses through using legislation and learning effectively.
- Force CID is exploring an information campaign targeting victims of rape to improve understanding of the criminal justice process and support available. This aims to encourage engagement with, and confidence in, the criminal justice process to improve positive outcomes.
- The Policing Strategy Unit has issued amended forms and guidance for police officers preparing and submitting files for domestic abuse cases to improve the quality of evidence and to reduce errors.
- Thames Valley Police has embedded a Detective Chief Inspector in the Crown Prosecution Service (CPS) Rape and Serious Sexual Offences (RASSO) team in order to improve our understanding of CPS file requirements and improve our case file submissions in order to increase positive outcomes.
- A Rape 'Gold' group has been set up to improve positive outcomes of rape, including file quality.
- The Criminal Justice department is investigating the correlation between file quality issues and violence against the person offences to find and act on specific areas of improvement.
- Monthly standardisation meetings are being held with the CPS to ensure a more joined up approach and so maximise successful prosecutions.
- The Policing Strategy Unit has published updated operational guidance for domestic abuse, child abuse and other safeguarding crime types to help embed a consistent best practice approach to protect the vulnerable.
- Recorded domestic abuse related crime has risen substantially (59%) in the first half of this 2018/19 year. Compliance around recording was an area of concern in the HMICFRS Inspection of Crime Data Integrity, so the increase is welcomed. Internal audits show that compliance with the National Crime Recording Standard has improved from 61% between April and August 2017 to 88% between April and June 2018, but there remains scope for improved compliance.
- The positive outcome rate for Domestic Abuse has fallen to 12% from 22% last year, this is partly as a result of the improved recording of offences. The satisfaction level for victims of domestic abuse remains high at 86% (rolling 12 months period as at September 2018).
- The Force has recorded a 2% increase in the volume of rape offences recorded in the first six months of the 2018/19 year (913 rape offences recorded), which is believed to reflect continuing improved confidence to report.
- The volume of positive outcomes obtained for rape offences remains below the level seen last year. Thames Valley Police has obtained 51 positive outcomes in the first half of this year compared with 71 during the same period last year. Nationally, there has

been a significant fall in the proportion of recorded rape offences resulting in a positive outcome.

- The volume of other sexual offences recorded has increased 35% for the Force in the first half of this current financial year. Conversely there has been a 37% reduction year-on-year in the volume of positive outcomes obtained for other sexual offences, from 224 to 142. Identifying opportunities to improve the volumes of rape offences resulting in a positive outcome is being afforded necessary focus through a variety of forums, all of which are informing the Service Improvement plan generated following the end-to-end review of rape offences completed this year.

2017/18:

- TVP has delivered continued support for the Positive Relationship Programme (PRP), which is a perpetrator programme aimed at standard and medium risk domestic abuse offenders.
- There is a trial in place in Oxfordshire around the management of high and medium risk domestic abuse offenders, and a Domestic Abuse Coordinator is being recruited to ensure a better referral rate into Integrated Offender Management. The number of domestic abuse offenders continues to be monitored through the Offender Management and domestic abuse groups.
- TVP has revised the matrix for selecting Integrated Offender Management 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).
- Increased the number of violent offenders on the Integrated Offender Management cohort – which has risen to 55%
- TVP commissioned a number of ‘health checks’ to assess the multi-agency panel meeting, domestic abuse strategy and Child Sexual Exploitation strategy which have informed and updated related multi-agency strategies.
- The introduction of the Domestic Abuse Prosecution Team.
- New guidance introduced for officers investigating Domestic Abuse to cover more advice on body-worn video and absent victim prosecutions.
- The new risk assessment process around domestic abuse triage is now in place, with a focus on standard and medium risk events. This has improved first-line risk assessments and allows TVP to improve engagement with victims.
- A review of internal procedures on Child Sexual Exploitation and taxi drivers was initiated following a serious case review.

- The Policing Strategy Unit completed its review of the 'Serious Sexual Assault Policy' and the recommendations have been adopted by TVP, which will improve access to investigation and support for victims.
- The Policing Strategy Unit undertook 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 operational guidance for investigating child abuse has been published. This covers the investigation of the physical or sexual abuse of children and cases of criminal neglect.
- As a supporter of the Local Safeguarding Children Board, targeted training is being provided to multi-agency specialist roles in Child Sexual Exploitation, case reviews and safeguarding.
- 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.

#### **OPCC general activities:**

2018/19:

- We launched the Victims First service in late March 2018, which allows for a centralised referral pathway for any victim, witness or family member of victim who require additional support. The Victims First service has provided support to 176 victims of sexual violence in the last 6 months.
- We have worked closely with Thames Valley Police to create new guidance and put a technical solution in place which allows officers and staff in contact with victims to check on their welfare and where support is required refer them directly to Victims First.
- The Thames Valley Independent Sexual Violence Advisory Service is funded by the OPCC and works closely with Thames Valley Police Specially Trained Officers to provide support to victims of sexual violence throughout the criminal justice process and beyond.
- We have co-commissioned with local authorities to provide additional support to victims of domestic abuse, this includes the creation of Medium Risk Safety Planners which work alongside the Domestic Abuse Investigation Units and deliver safety planning to victims and refer victims needing support into specialist services.

2017/18:

- 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.

#### **PCC's Community Safety Fund initiatives:**

2017/18:

- 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:
  - A hotel watch training programme for staff to spot the signs of child sexual exploitation (CSE), attended by 28 staff from 14 hotels,
  - 'Chelsea's Choice' theatre productions (anti-CSE) shown to 312 school children aged 8-10yrs, and
  - 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.
- 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.
- 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.

#### **OPCC Victim Services:**

2017/18:

- 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!

**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:**

2017/18:

- A full review and restructure of the nine Multi-Agency Safeguarding Hubs was undertaken, resulting in omni-competence and greater resilience.
- Following the MASH reviews, staff are now working to the new omni-competence roles and recruitment is ongoing.
- Engagement continues with Berkshire local authorities regarding the number of MASH teams within the county.
- A number of training packages have been produced by TVP to help partners identify risk more effectively, particularly around vulnerability. This includes training for all school safeguarding leads about gangs, youth violence and intelligence handling/dissemination.

**Anthony Stansfeld**

Police and Crime Commissioner for Thames Valley

7 November 2018

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## Report to the Thames Valley Police & Crime Panel

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**Title:** Summary of Home Affairs  
Committee Report into Policing for  
the Future

**Date:** 16 November 2018

**Author:** Khalid Ahmed, Scrutiny Officer,  
Thames Valley Police & Crime  
Panel



### Reasons for the Report

The Police and Crime Commissioner is asked for his view on the recently published Home Affairs Committee report on “Policing for the Future”, <https://publications.parliament.uk/pa/cm201719/cmselect/cmhaff/515/515.pdf>, which urged the Government to prioritise policing in the Autumn Budget and the next Comprehensive Spending Review, warning that without additional funding for policing, there will be dire consequences for public safety and criminal justice.

The wide-ranging report looked at the changing demands on policing and the Home Affairs Committee found that forces are struggling to cope in the face of changing and rising crimes, as a result of falling staff numbers, outdated technology, capabilities, structures, fragmentation and a failure of Home Office leadership.

The report recommends major changes to the police response to new and growing crimes and warns that the Home Office cannot continue to stand back while police forces struggle.

In addition, the Police and Crime Commissioner is also asked for his view on Chief Constable Sara Thornton, Chair of the National Police Chiefs Council’s comments regarding Police focusing on burglary and violent crime and not incidents such as misogyny where no offence has been committed. <https://www.bbc.co.uk/news/uk-46053069>

### Summary of the Home Affairs Committee Report into Policing for the Future

The Committee looked at changing trends in crime and policing and the overarching problems facing the police service in England and Wales, such as funding and investment. Particular attention was given to three specific areas of growing pressure on policing—online fraud, child sexual abuse, and safeguarding vulnerable people; and finally at the wider, cross-cutting reforms that are required.

The inquiry found that police officers across the country continued to perform a remarkable and valuable public service, often in the most exacting of circumstances. However, figures on police welfare painted a picture of a service under serious strain, and the Inquiry concluded that forces were badly overstretched, the number of traditional volume crimes was rising, but the number of detections and charges brought by the police was falling.

Policing was struggling to cope in the face of changing and rising crimes, as a result of falling staff numbers, outdated technology, capabilities and structures, and fragmented leadership and direction. The Inquiry concluded that without significant reform and investment, communities would be increasingly let down.

### **Main Inquiries Findings:**

- Many '**volume**' crimes, including robbery, theft from the person, and vehicle-related theft, have been increasing sharply after a long period of decline. While recorded crimes have risen by 32% in the last three years, the number of charges or summons has decreased by 26%, and the number of arrests is also down.
- **Neighbourhood policing**, which is vital to the service's response to many types of crime, is being eroded. Forces had lost at least a fifth of their neighbourhood policing capacity, on average, since 2010.
- **Without additional funding for policing** there would be consequences for public safety, criminal justice, community cohesion and public confidence. It was strongly recommended that police funding is prioritised in the Autumn Budget and the next Comprehensive Spending Review. The current police funding model was not fit for purpose.

### **Recommendations:**

- Only a small proportion of **online fraud cases** were ever investigated, and the police response to this form of crime was in need of a fundamental restructure, with investigations undertaken at a national and regional level and local forces focusing on victim support.
- The **private sector must do more** to reduce demand on policing from online fraud and child sexual abuse, and specific recommendations were made about the regulation of internet companies, including those taking insufficient action against indecent images of children.
- Police forces were under-resourced for the number of **online child abuse investigations** they now needed to undertake, and the demands created by the management of registered sex offenders.
- The Government should appoint a **Commissioner for the Prevention of Child Sexual Abuse** to work across departments and agencies, and who should produce a comprehensive cross-Government strategy on child protection and the prevention of child sexual abuse.
- Forces should be mandated to provide a **minimum two-day training course on mental health** to all officers and police community support officers (PCSOs), and the Government should use the **NHS funding uplift to achieve a significant reduction in the level of police involvement in mental health crisis work.**

### **Conclusions about the Future of Policing:**

- **Forces were failing to meet the challenges of the digital age.** Police forces' investment in and adoption of new technology was suffering from a complete lack of coordination and leadership, which was letting down police officers, who were struggling to do their jobs with out-of-date technology. The Government should urgently cost and scope a national digital exploitation centre for serious crime, in time to account for the required funding in the next Comprehensive Spending Review.

- Policing was suffering from a complete **failure of leadership from the Home Office**. As the lead department for policing, it cannot continue to stand back while crime patterns change so fast that the police struggle to respond. Only a central Government department has the clout to drive national partnerships with organisations such as the NHS or with global internet companies, for example.
- **The Home Office was asked to publish before the end of November a transparent, root-and-branch review of policing**, publishing proposals by the end of February, which should focus on the reallocation of responsibilities and capabilities at a local, regional and national level. The Government should also set up a National Policing Council—a transparent, policy-making body chaired by the Home Secretary—and a National Policing Assembly, comprising all police and crime commissioners (PCCs) and chief constables.

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## OFFICE OF THE POLICE & CRIME COMMISSIONER FOR THAMES VALLEY

### PCC REPORT TO THE THAMES VALLEY POLICE AND CRIME PANEL 16<sup>th</sup> November 2018

#### **TVP Contact Management Platform (CMP) Project Update**

#### **What is the Contact Management Platform?**

The Contact Management Platform (CMP) programme is an area of work that will change the way that contact from members of the public is dealt with by opening up a number of improved methods for the public to make contact with both Thames Valley Police (TVP) and Hampshire Constabulary (HC).

The CMP system is the largest and most complex IT programme either HC or TVP has delivered and will replace over 20 systems across both forces. CMP replaces a number of systems currently in use across both HC and TVP and means that both forces will have the same system. As this system integrates numerous contact channels and data sources, it will enable the entire user contact journey to be dealt with effectively and within a single system.

In order to maximise the potential of the Platform, TVP and HC's call centres have combined to create a single Contact Management unit across both forces. This will facilitate future cross-border deployment and response as well as making contact centre processes more efficient.

The CMP programme will improve the forces' ability to accurately assess threat, harm, opportunities and risk and respond appropriately. The Contact Management Platform (CMP) records all contact from the public and Thames Valley Police's (TVP) response to this in one place. It utilises the leading technology to enable TVP to harness its data more effectively, to better assess the threat, harm and risk and ensure the most appropriate response is provided.

CMP has been developed with commercial partners Microsoft and ESRI and is tailored to meet the needs of the two forces. To ensure maximum benefit the forces are now conducting detailed application and operational testing and, once that is completed, will be starting a full, but phased, roll out across both forces in 2019.

### Who will be impacted by the introduction of CMP:

The implementation of both the combined Contact Management Unit and the new Contact Management Platform system will impact upon a range of operational areas including:

- Contact Centre Management
- Contact Centre Staff
- Operational Staff
- Police officers
- PCSO's

### Summary of CMP programme benefits:

The benefits that will be brought about by the CMP programme are numerous and potentially far-reaching. In summary these are:

- **Targeted response** - having the entire citizen contact journey in one, integrated, platform which will allow call handlers and officers to provide a rapid and better informed response to victims. Using CMP there is instant access to details about the caller including any previous contact. The police can see linked incidents, the address, date of birth, other occupants and their relationship. This information is vital to enable a targeted response backed up by an informed threat assessment, which therefore informs the forces' response.
- **Rapid Assessment** - initial contact will be improved as contact centre staff will have access to a wealth of information enabling quick and accurate assessment of potential threat, harm and risk to the citizens. CMP enables a rapid assessment of a situation so that the police are able to protect the vulnerable.
- **Smarter deployment** - through the enhanced mapping an operator can view available resources and instantaneously access key data such as number and availability of officers, response time and specific expertise, for example family liaison officers or dog handlers, for smarter deployment. Contact Management will be better able to source appropriate resources and despatch accurately and appropriately with true 'borderless policing' within each force.
- **Incident management** - operators can often be dealing with as many as a dozen ongoing incidents. With the new CMP Incident Management system they will be able to see all their ongoing calls, the status of resources and be notified of any updates so that they can respond as needed. Instead of reading advice to the caller on what to do, where appropriate, this can be sent immediately by SMS or email, freeing time to take the next call.
- **Demand management** - provide a better understanding of the demand by using an advanced speech and text analytics solution which will provide analysis of calls made to force operators. Combining this with the Platform's improved information management, it will help the forces to reduce unnecessary contact and target areas of need.

- **Future proofing** - the Contact Management Platform is built on industry leading Microsoft Dynamics technology which will enable the system to develop to reflect changing needs. As such, CMP is a foundation for the future. It has the potential to push the boundaries of policing and utilise police resources more effectively, with future options of a Citizen Gateway, full voiceless deployment, social media monitoring, officer record updates from the scene and the mobile officer APP.
- **Safer communities** – the Citizen Gateway facility will support safer communities. We want members of the public to contact the police in a way that suits them. The Citizen Gateway will enable people to report a crime online, return to track this, update their incident file and book an appointment for officers to attend. People will also have access to online preventative advice.
- **Financial savings** – the current aggregate (TVP and HC) estimated full-year savings arising from the implementation of the CMP programme and the rationalisation of 'redundant' systems is forecast to be £5.8m p.a. (after 2 years).

## History

The CMP programme was originally initiated by TVP and HC in early 2014. The original intent was to deliver a standalone Customer Relationship Management (CRM) system plus a separate Command and Control (C&C) system to replace the ageing C&C systems in both forces.

Over the following 2 years the programme went through a number of revisions that saw it move from standalone CRM and C&C systems with minimal integration to a fully integrated, combined, CRM/C&C system, to be provided through a bespoke Microsoft (MS) development within the Dynamics CRM technology platform. This planned version became known as the Contact Management Platform (CMP). In addition, a large number of integrations were introduced to key force and external information systems, HR, shift systems, PNC, telephony and radio. Furthermore, a full, real-time, synchronisation between CMP and the NicheRMS crime recording system was also scoped. This resultant planned system is intended to provide industry-leading integrated 'threat, risk and harm' (THOR) information to Contact Centre Operators as well as minimising risk to Operational Operators, through accurate and appropriate threat assessment and appropriate response enabled by a single integrated system.

In late 2016, design and delivery of the application infrastructure was passed to MS, together with a decision to move ICT infrastructure hosting from the forces to the MS Azure Cloud. The use of Azure Cloud hosting was intended to provide greater infrastructure scalability, and reduce the future demands on the Joint ICT environment support.

Following development of the CMP system, testing of the integrated systems began in early 2017 with a view to a 'go-live' date of September 2017. However, whilst user feedback from functional testing was – and has remained - very positive, the testing identified a number of performance, integration and system instability issues which undermined user confidence. These ICT environment stability issues have continued to

persist, which resulted in the go-live date being further deferred to February 2018 and then to July 2018, at which point the two PCCs agreed with their chief constables that as policing involves risk-based decision making for the protection of the public, the new CMP system should not be introduced and put into real world use until it has been rigorously tested and is fully operational.

Accordingly, on 30 July 2018 the two PCCs agreed that the CMP system go-live date be deferred to April 2019 to enable additional – but essential - testing and resolution of systems infrastructure problems and instability issues to be completed, and approved the allocation of an additional £7.3m spend budget (split £4.0m TVP / £3.3m HC) to fund this additional work. In addition, it was also agreed that project governance arrangements would be reinforced, with enhanced regular reporting of progress against specific project assurance and decision gates to the TVP/HC Chief Officer Group (COG) and the two PCCs, respectively.

### **Current Position**

Testing and remediation of the system is continuing but the CMP project 'critical path' remains on track against the current go-live date of April 2019.

For information, an article that appeared in the 27 September 2018 edition of 'Police Professional' about this project ('Rigorous testing' delays CMP transition') is attached to this report.

**Anthony Stansfeld**

Police and Crime Commissioner for Thames Valley

7 November 2018

# ‘Rigorous testing’ delays CMP transition

**T**hames Valley police and crime commissioner Anthony Stansfeld is allocating another £4 million towards a new cutting-edge contact management platform (CMP) to enable further “rigorous testing” before it goes live.

While the transition from systems currently in place has started, the CMP is not “performing to the standard expected or required” when put into the existing IT environments.

Due to be operational this year, introduction of the system is now not expected to begin until spring 2019.

Mr Stansfeld said the CMP will enable Thames Valley Police to replace more 20 systems in use across the force and work jointly with Hampshire Constabulary to “improve the assessment of emergency and non-emergency calls and provide a better response to those in need”.

The platform, developed by Microsoft, will be the first used by UK police forces when it goes live.

A joint statement issued on behalf of Chief Constable Francis Habgood, Thames Valley Police, and Chief Constable Olivia Pinkney, Hampshire Constabulary, explained: “Every day in policing we make risk-based decisions for the protection of the public and our people and our approach to our technology programmes is no different. We have been clear from the start that we will not introduce the system until it has been rigorously tested and is fully operational.

“As a result, we have jointly decided with our respective PCCs that the introduction of the CMP into both Thames Valley Police and Hampshire Constabulary will now begin in spring next year and the PCCs have agreed to financially support this extended period of testing.

“This decision has come as a result of significant discussion and expert assessment.

“We are all keen to reap the benefits of CMP but we cannot compromise the safety of the public, officers and staff by rushing this.

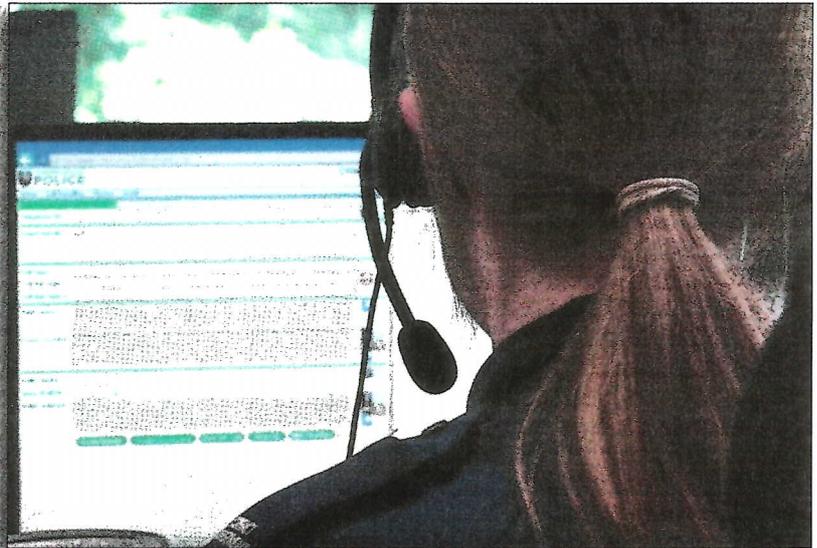
“We remain confident in the reliability of our current systems and processes and the specialist capabilities of our staff and officers to meet the needs of the public we serve.”

The statement added: “The work to transition from our current systems has now started, however, when put into our existing IT environments the CMP is not currently performing to the standard we expect or require.

“Based on this, both our technology partner, Microsoft, and our own programme developers have determined that more time is required to ensure that wherever possible, all preventable issues are managed ahead of the system being implemented.”

The two chief constables say the opportunities that technology offers to policing now and in the future are “staggering”, both in terms of providing a more effective service to the public and helping to better respond to increasing demand and ongoing financial challenges.

“We are only at the beginning of exploiting these opportunities and the CMP is just one example of how we are doing this in Thames Valley Police and Hampshire Constabulary,” they added.



PICTURE: THAMES VALLEY POLICE



**Chief Constable Francis Habgood**



**Chief Constable Olivia Pinkney**

“A foundation for the future, this platform will transform police-public contact by moving our forces from multiple systems to one joint one, providing data at our fingertips to allow a quicker assessment of calls for service and a personalised response to those who need it.

“The CMP has now been developed and we are excited by the outcome and importantly the feedback that our staff have given.

The programme was originally budgeted at around £30 million, with Hampshire contributing almost £14 million, including a Police Innovation Fund bid, towards the new platform, which PCC Michael Lane says will not only “provide a more efficient service for the public, but also for all officers and staff, estimated to save 20 per cent of a police officer’s time”.

Mr Stansfeld said technology was “advancing at an increased pace” and the resultant improvements have allowed for new opportunities that will assist Thames Valley Police to better meet the needs of its communities and protect them from harm.

“This includes the creation of the new CMP, which will ensure that Thames Valley Police is a modern, digital, police force that continues to future-proof the policing service in the Thames Valley,” he added.

“It will also allow the force to improve more systems than originally planned and I believe it will be a great asset to staff and officers in the force as well as to the public.

“However, it is crucial that any new system is thoroughly tested before being put into real-world use, therefore, I am supportive of the rigorous approach Thames Valley Police is taking to the implementation of the CMP.

“To ensure that the quality of service to the public will be protected I have agreed to allocate another £4million to this project to extend the system testing period so that we can have every confidence that the CMP will be implemented successfully.

“Thames Valley Police has a strong history of managing their finances effectively and this careful budgeting means we are able to provide the additional investment to this important, transformational, programme of work.”

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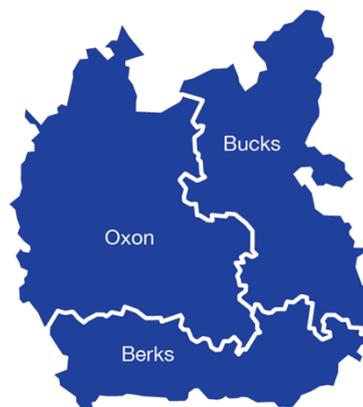
## Report to the Thames Valley Police & Crime Panel

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**Title:** Topical Issues

**Date:** 16 November 2018

**Author:** Khalid Ahmed, Scrutiny Officer,  
Thames Valley Police & Crime  
Panel



### **Francis Habgood announces his retirement as Chief Constable for Thames Valley**

Thames Valley Police Chief Constable Francis Habgood has announced that he is to retire from his role as Chief Constable at the end of March 2019, after four years in the post, 15 years within the force and more than 32 years in the police service.

The process for the recruitment of a Chief Constable is set out in guidance published by the Home Office and the College of Policing. The Police and Crime Commissioner plans to advertise the role in early November and the intention is that the process for selecting a preferred candidate will be completed before Christmas.

As part of the formal selection and appointment process, the preferred candidate will be required to appear before a Police and Crime Panel Confirmation Hearing, early in the New Year.

### **Thames Valley and Hampshire police £39m call system delayed by year**

A "cutting edge" computer system to be used to deploy police officers to emergencies has been delayed by more than a year and gone £12m over budget. The joint initiative by Thames Valley Police and Hampshire Constabulary has now been put back three times since its original launch date in January 2018.

The forces say the system is "not performing to the standard we expect or require" and have allocated another £7m to the project. The Contact Management Platform (CMP), developed by Microsoft, will be the first used by UK police forces when it goes live. The system will replace more than 20 systems across both forces and give call handlers instant information on screen about a caller, recent crimes in an area and other data.

It will also recommend the most appropriate police resources to deploy, but "rigorous testing" has delayed the system three times.

**Tougher taxi regulations needed after grooming scandal, says government review**

The review, published on Monday (24 September) by the Department of Transport, calls for national standards to control licensing, compulsory visual and audio CCTV for all licensed taxis and public hire vehicles (PHV) and awareness training for child sexual abuse and exploitation.

Recommending more than 30 measures, the review also says that all journeys should start and/or end in the area for which the driver, vehicle and operator are licensed, meaning a loophole that lets drivers work in one area whilst being licensed elsewhere would be closed.

A national database of all licensed vehicles, drivers and operators must be established 'as a matter of urgency,' whilst all drivers must be subject to enhanced DBS and barred lists checks.

Licensing authorities must also use the National Anti-Fraud Network (NAFN) register of drivers who have been refused or had revoked taxi or PHV driver licence and must retain the reasons for any refusal, suspension or revocation and provide those to other authorities (as appropriate).

**Supporting victims of modern slavery**

The Thames Valley PCC marked Anti-Slavery Day by launching a new service to support victims of all forms of exploitation. The Victims First Willow Project will support victims of all forms of exploitation across the Thames Valley. This includes modern slavery, human trafficking and other forms of exploitation such as those exploited by County Lines drug dealing. Support workers from the Willow Project will work with victims and their families to provide crisis intervention, advocacy and long term practical and emotional support.

**Three arrests after modern slavery raid in Iver, Buckinghamshire**

<https://www.bbc.co.uk/news/uk-england-beds-bucks-herts-45490454>

**73 arrested as national modern slavery crackdown targets sexual exploitation**

<http://www.nationalcrimeagency.gov.uk/news/1491-73-arrested-as-national-modern-slavery-crackdown-targets-sexual-exploitation>

**Female trafficking victims unlawfully held in UK jails due to 'disturbing' failure to identify exploitation**

<https://www.msn.com/en-gb/news/uknews/female-trafficking-victims-unlawfully-held-in-uk-jails-due>

Female victims of human trafficking are being routinely held in prison in breach of the law because of a "disturbing" government failure to identify exploitation.

Foreign national women who have committed offences as a result of exploitation and coercion by traffickers are routinely jailed in breach of Modern Slavery Act 2015, according to new research by the Prison Reform Trust.

The problem has been driven by an “overarching” aim of government policy in recent years to deport foreign national offenders as quickly as possible, with the stated intention to create a hostile environment for illegal immigrants, the report finds.

It will fuel concerns about the government’s treatment of modern slavery victims after it emerged earlier this year that victims were facing deportation from the UK despite fearing for their lives in their home countries.

Of the 585 foreign national female prisoners studied for the report between February 2013 and March 2017, 45 were identified as victims or potential victims of trafficking, suggesting one in 12 non-British inmates are affected. Their crimes included cannabis production, prostitution related offences and begging, as well as fraud and false document offences – indicator offences for trafficking and coercion.

**The law enforcement response to county lines is set to be significantly strengthened as the National County Lines Coordination Centre becomes fully operational.**

The UK response to county lines drug crime has been significantly strengthened as the £3.6 million National County Lines Coordination Centre became fully operational on 21 September 2018.

A new multi-agency 38-strong team of experts from the National Crime Agency (NCA), police officers and regional organised crime units will work together to develop the national intelligence picture of the complexity and scale of the threat, prioritise action against the most serious offenders, and engage with partners across government, including in the health, welfare and education spheres, to tackle the wider issues.

County lines crime relates to the supply of Class A drugs, primarily crack cocaine and heroin, from urban cities to market towns, coastal areas and rural locations by young people, using a branded mobile phone line.

Gangs and criminal networks use extreme violence and intimidation to establish and maintain markets, with practices including forcing vulnerable people from their homes to establish a base to sell drugs.

The county lines model involves modern slavery and exploitation of children alongside drugs supply and violent crime. The most recent national assessment of county lines, compiled by the NCA, suggests that there were more than 1000 lines in operation nationally with links to increasing levels of serious violence.

There are already 200 active county lines investigations underway, but the introduction of the centre will allow police forces to intensify their operations.

The National County Lines Coordination Centre is the latest measure in the government’s response to the recent rise in serious violence, set out in the £40 million Serious Violence Strategy, which places a new focus on early intervention alongside robust law enforcement.

As part of the strategy’s analysis into the rise in violent crime, county lines and the broader drugs market was identified as one of the key drivers. Between 2014 to 2015 and 2016 to 2017,

homicides where either the victim or suspect were known to be involved in using or dealing illicit drugs increased from 50% to 57%.

In addition to the National County Lines Coordination Centre, a number of Home Office measures are already in place to tackle county lines. The £13 million Trusted Relationship Fund helps foster relationships between frontline professionals and young people at risk of exploitation. Local areas facing new gang-related threats can apply for match funding reviews and guidance for frontline professionals on how to identify potential victims.

### **St Giles Trust raises concerns about information sharing over 'county lines' drugs rings**

<https://www.theguardian.com/uk-news/2018/oct/01/children-caught-up-in-drugs-gangs-being-failed-by-police-says-home-office-report>

### **'County lines' drug dealer who trafficked children jailed**

<https://www.bbc.co.uk/news/uk-england-45733542>

### **'County lines' drug gangs recruit excluded schoolchildren – report**

[https://www.theguardian.com/world/2018/sep/29/excluded-schoolchildren-groomed-by-county-lines-drug-gangs-home-office-report?CMP=share\\_btn\\_tw](https://www.theguardian.com/world/2018/sep/29/excluded-schoolchildren-groomed-by-county-lines-drug-gangs-home-office-report?CMP=share_btn_tw)

Home Office says difficult pupils in small towns across the UK are being targeted. Pupil referral units 'appear to be fertile ground for recruitment and continuing involvement in a variety of negative activities including county lines,' the Home Office report says.

Gangs have been specifically targeting children who have been excluded from school to groom them as drug dealers in towns across the UK, a Home Office report is to warn.

The report said children were particularly vulnerable when they were sent to local authority-run pupil referral units (PRUs) after exclusion. It said gangs had been taking advantage of the propensity of some image-conscious institutions to remove difficult pupils.

The research, which was first reported by the Times, was conducted into "county lines", in which young people are recruited by gangs to deal hard drugs on their behalf in market and coastal towns and rural areas.

The report said. "Exclusion from school does appear to be a highly significant trigger point for the escalation of county lines involvement for children who might be on the fringes of such activity."

It added: "Provision in the PRU does not seem to engage the children and offers very little substance." The researchers quote a social worker as saying the children "do this twilight timetable where they go into school for one hour at four o'clock – so, of course they can get up to all sorts of stuff all day and no one would know".

The researchers believe some schools' fears about their reputations were pushing more children into a position where they were vulnerable to grooming by the gangs operating such networks.

According to the report: “[The education system] is highly competitive and sensitive to Ofsted inspections, exam results, public image, and parental and community pressure. Children with poor behaviour and low attainment adversely affect these factors and there appear to be no incentives and little specialist support to try and keep children affected by county lines involvement engaged in education”.

It said that mainstream schools – and particularly academies – should be assessed on the “frequency and nature of exclusions” to give them an incentive to address the issue.

### **Home Office launches campaign to help letting agents avoid letting their property to criminal ‘County Lines’ gangs**

Urban drug dealing gangs are moving into rural towns and coastal communities, where they rent properties and establish a base. The National Crime Agency’s County Lines report shows that these gangs are now even moving into towns in affluent areas to do this.

These gangs use a drug dealing model, known as ‘County Lines’. Children and teenagers – some as young as 12 – are exploited by these gangs to carry drugs from urban areas to rural towns.

To help estate and letting agents avoid letting their properties to these criminal gangs, the Home Office, UKALA, NLA and CrimeStoppers are working together to increase awareness of the signs to spot criminal tenants, and to encourage staff to report concerns to CrimeStoppers.

Possible warning signs to look out for are:

The prospective tenant offers to pay rent for a long period (e.g. 6 months) upfront in cash

The prospective tenant is smartly dressed and appears affluent, but wants to rent an inexpensive property

The prospective tenant is unable to provide landlord or employment references

The tenant prefers to pay rent in cash, and is unable to provide a good justification

The tenant does not want to be disturbed, and tries to prevent you from inspecting your property when given reasonable notice.

County Lines gangs often use other people to procure accommodation as a means of distancing themselves from the criminality, meaning estate/letting agents may not have a contract with the actual criminal.

To minimise the risk of your property being used by a criminal gang:

Ask the prospective tenant appropriate questions about their reason for moving, try to judge if they seem genuine.

Visit your property within a few weeks of the start of the tenancy to confirm you have rented it to the tenants you think you have – but always remember you must observe your tenants’ right to ‘quiet enjoyment’.

Once the tenant is in situ, arrange regular inspections (quarterly or six-monthly) to ensure the property is being used according to the agreement and to check on the condition of the property. If the tenant seems overly reluctant to allow you to visit, be wary. If you have doubts it can be helpful to ask for feedback from legitimate contractors, for instance those carrying out gas and electricity safety inspections, as a way to assess what’s going on.

**'My safe little town isn't safe any more': the toll of the county lines drug trade**

**Sam, 16, was sucked into drug trafficking in Oxfordshire and ended up being stabbed 13 times**

<https://www.theguardian.com/society/2018/sep/07/county-lines-illegal-drug-trade-trafficking-oxfordshire>

**Police and Crime Commissioner awards over £300,000 to organisations to support Police and Crime priorities**

Over £300,000 funding has been awarded by the Police and Crime Commissioner (PCC) to seven organisations delivering projects to support key strategic aims within the Police and Crime Plan.

The successful projects are spread across the Thames Valley and are between 1 and 2 years in length. Four of the projects focus on reducing re-offending, one on elder abuse and two on young people and exploitation or gangs.

Examples of funded projects include:

- an intervention to reduce violent re-offending of people under the influence of alcohol,
- safeguarding training for small community groups to support older people who may be vulnerable to abuse and exploitation,
- youth work aimed at vulnerable young people who may be at risk of exploitation from gangs, or on the edge of County Lines drug trafficking to get them involved in local activities or groups in the local community, and
- the development of an intervention programme to reduce re-offending of stranger rape.

**Victims First Connect**

The Victims First Connect programme is progressing which will allow victims and witnesses of crime to access information on support in their local community.

The information points will include community centres, shops, leisure centres, colleges, universities and libraries. People will be able to find out more about the services available to victims of crime, receive crime prevention/ safety advice, report a hate crime and/or have someone process a referral for support on their behalf.

The scheme is structured into three different tiers which will provide different levels of information and/or immediate support - from Tier1 which consists of displaying a poster and contact details to Tier 3 which will have the added benefit of a trained member of staff who can talk through the support that is available. They will also be able to provide basic crime prevention and safety advice if necessary, instigate a referral to Victims First and are able to process third party reports of hate crime.

**New service to support victims of exploitation launched on Anti-Slavery Day**

The Police and Crime Commissioner (PCC) for Thames Valley on 18 October 2018, marked Anti-Slavery Day by launching his new service to support victims of all forms of exploitation.

The Willow Project is part of 'Victims First' and is one of a number of services for victims commissioned by the PCC. It will be delivered by Thames Valley Partnership under a two year contract with the Office of the Police and Crime Commissioner.

Modern slavery includes child trafficking, forced labour, debt bondage, sexual exploitation, criminal exploitation and domestic servitude. In a PCC commissioned report\* released last year, evaluation data from support services estimated that in 2016 there could be around 2,500 victims of modern slavery in the Thames Valley.

The Victims First Willow Project will support victims of all forms of exploitation across the Thames Valley. This includes modern slavery, human trafficking and other forms of exploitation such as those exploited by County Lines drug dealing. Support workers from the Willow Project will work with victims and their families to provide crisis intervention, advocacy and long term practical and emotional support. The service will also provide support to Thames Valley Police and other partner organisations including training on exploitation and modern slavery and attending police raids and other operational activity to provide assistance to the victims.

The service will also provide specialist support to victims of other forms of serious crime not who have developed complex needs as a result.

### **Three police forces to test eyesight of all drivers stopped**

<https://www.bbc.co.uk/news/uk-england-45387965>

Drivers who fail to read a number plate from 20m (65ft) away when stopped by police will have their licences revoked immediately in a new crackdown. Three forces in England are to test every motorist they stop in a bid to clamp down on drivers with defective eyesight. Police say data from the tests will be used to improve understanding of the extent of poor driver vision.

The forces taking part are Thames Valley, Hampshire and West Midlands.

Officers can request an urgent revocation of a licence through the Driver & Vehicle Licensing Agency (DVLA) if they believe the safety of other road users will be put at risk if a driver remains on the road.

### **National Audit Office – Ministers do not know the impact that funding cuts have had on police forces.**

<https://www.bbc.co.uk/news/uk-45477960>

According to the National Audit Office, the Home Office does not know whether the police system in England and Wales is "financially sustainable". It calls the approach to police funding "ineffective" and "detached" from the changing demands faced by officers.

A Home Office spokesman said the department had conducted a substantial review of police pressures last year. However, the Home Office had not even forecast the effect of losing 44,000 police officers and staff since 2010, the NAO said.

Since September 2009 there has been a cut of 22,424 police officers. There were 126,252 police officers in England and Wales in September 2017, according to the latest figures.

Historically there have been fewer officers - with 123,474 in 2001; 125,453 in 1991; and 116,544 in 1981, for example.

The report found:

- It took 18 days to charge an offence for the year ending March 2018 - four days longer than for the year ending March 2016
- The arrest rate fell to 14 arrests per 1,000 population in 2016-17, down from 17 per 1,000 population in 2014-15
- There have been fewer breathalyser tests, motoring fixed penalty notices and convictions for drugs trafficking and possession since 2010
- 33% of victims were not happy with police response in the year ending March 2018, up from 29% in the year ending March 2016

The NAO says the amount coming from the government is down 30% in real terms since 2010-11. The NAO's Tom McDonald said the Home Office "does not really understand the nature of the demand" facing police forces. He said the funding formula used to allocate money was "out of date", three years after the Home Office told Parliament that the formula was ineffective.

### **Policing at 'tipping point' over budget cuts, warns police chief**

Policing has been left at a tipping point by government cuts and is on the verge of failing the public and struggling to detect crime, a senior police chief has said. Dave Thompson, the chief constable of the West Midlands force, said agreement was needed on what the police should stop doing. It is an idea discussed privately by police chiefs and carried out by stealth by some forces.

"The public's experience is policing that is less visible, less responsive and less proactive," he wrote in a post on the National Police Chiefs' Council (NPCC) blog. "Core aspects of policing – such as answering calls, attending emergencies, investigating crime, bringing offenders to justice and neighbourhood policing – are being pushed beyond sustainability, and are in danger of becoming ineffective, to the detriment of confidence in the police."

"The government has had a partial view of policing in the last few years," he wrote. It was very interested in terrorism and high-end threats but less focused on local crimes, which had been left for forces and police and crime commissioners to manage amid steep budget cuts.

"This more local agenda has many positives in setting priorities but it has come with steep budget reductions and a widening mission," he said. "There has been a real-term reduction of police budgets of 19% since 2010, but ranging between 11- 25% across forces."

Thompson said police had improved in the fight against terrorism and serious and organised crime. "But the gains we've made have come at a cost to perhaps the most important parts of policing for the public.

"Crime is rising and so is the demand on our service. The calls do not get answered as quickly as they did. Officers are not as fast at responding to emergencies and more crimes are dealt with on the phone. Fewer high-volume crimes like thefts are investigated and as a result fewer offenders brought to justice. The visibility and proactivity of neighbourhood policing is much reduced."

He added: “Bluntly, our ability to manage the big threats and protect the vulnerable, yet still be the traditional police the public want and need is becoming ever harder. We are in danger of pursuing efficiency to the point of ineffectiveness – where we can process the work but we’re not detecting crime as we should be and not meeting public expectations.”

Thompson said all this was putting a strain on officers. “Letting victims down or sharing their sense of dissatisfaction in the service they’ve received chips away at morale.”

Thompson said police, Home Office ministers and officials were preparing a joint bid for more money from the Treasury, and he said police may need to retreat from some services provided at present.

A Home Office spokesman said: “We remain committed to working closely with police and delivered a £460m increase in overall police funding in 2018/19, including increased funding for local policing through council tax. “We are also working with the police to put forward the evidence to ensure they receive the resources they need to do their vital work at the next spending review.”

### **Thames Valley Police loses more than 1,000 front line officers despite rise in violent crime in region**

Thames Valley Police has lost more than 1,000 front line officers over the last three years, while violent crime has increased in the region. Figures from the Home Office show that 1,013 officers, in roles categorised as 'visible operational front line' have been lost from the force between March 2015 and this year – a drop of 41 per cent.

Over the same period, the number of violent crimes recorded in Thames Valley increased by 59 per cent. In the 12 months to March this year, 34,482 violent crimes were recorded.

In total, there were 1,475 officers in visible front line roles this March. They include 400 neighbourhood officers, who are posted in the community to gather intelligence and provide help at the scene of crimes, and 709 incident response officers.

Across England and Wales, more than 7,000 visible front line officers have been lost over the last three years, a reduction of 11 per cent.

The Home Office includes a number of other roles as 'non-visible front line', such as those involved intelligence gathering operations. These increased in number in Thames Valley Police, from 1,250 in 2015 to 2,048 this year. A spokeswoman for the Home Office said: “Forces are changing how they deliver local policing to reflect the priorities of local people and so that they can respond better to the changing nature of crime. They recognise effective community engagement is more than just having a visible police presence. Prevention, partnership working, problem-solving and safeguarding the vulnerable remain key.”

“Decisions about front line policing, and how resources are best deployed, are for Chief Constables and democratically accountable Police and Crime Commissioners. Most have already set out plans to either protect or increase front line policing this year.

“Last year, the Minister for Policing and the Fire Service spoke to every force about the changing demand they face and we are helping with a £460m increase in overall funding 2018/19, including increased funding to tackle counter-terrorism and increased funding for local policing through council tax precept.”

### **Stronghold – Fighting Organised Crime in Partnership**

With over 6,000 Organised Crime Groups and nearly 50,000 individuals involved, organised crime costs the UK more than £24 billion per year.

Stronghold is Thames Valley Police making a commitment to seeing a reduction in levels of serious and organised crime in the region. Working closely with partners in local authority, social services and the other emergency services, TVP’s aim is to achieve better knowledge sharing and suitable resourcing to disrupt and prevent the work of organised crime gangs and provide safeguarding to the innocent victims caught up in the middle.

An organised crime group’s activities can cover different serious crime types, including; Child sexual exploitation and abuse, organised immigration crime, cybercrime, firearms, money laundering, drugs, economic crime, modern slavery and human trafficking (including for labour and sexual exploitation purposes), organised acquisitive crime.

Serious crime is defined by section 93(4) Police Act 1997 as crime that involves the use of violence, results in substantial financial gain or is conducted by a large number of persons in pursuit of common purpose, or crime for which a person aged 21 or over on first conviction could expect to be imprisoned for three or more years.

Thames Valley Police continues to work in line with the Government’s Serious Organised Crime Strategy for tackling organised crime. The aim of the strategy is to reduce the risk to the UK and its interests from organised crime by reducing the threat from organised criminals and reducing vulnerabilities and criminal opportunities. There are four main objectives:

PURSUE - prosecuting and disrupting people engaged in serious and organised criminality

PREVENT - preventing people from engaging in serious and organised crime

PROTECT - increasing protection against serious and organised crime

PREPARE - reducing the impact of this criminality where it takes place

### **Stop and Search – Racial Imparity**

<https://www.theguardian.com/world/2018/oct/13/racial-bias-stop-and-search-getting-worse-says-report-analysis>

<https://www.theguardian.com/law/2018/oct/13/racial-bias-police-stop-and-search-policy-black-people-report>

### **Donald Trump's four-day visit to the UK in July cost police almost £18m**

Thousands of officers were deployed to cover the presidential visit in what was the largest mobilisation since the London riots of 2011, with Mr Trump travelling to four different force areas

over the course of his stay. Several protests also took place across the country, which required their own policing.

NPCC chair Sara Thornton said: "Nearly every force supported the operation with nearly 10,000 officers deployed from all over the country, performing over 26,000 shifts. "The full cost of the operation is still being worked out but an early estimate is nearly £18m."

That figure puts the security costs of the trip well above those incurred by either of the royal weddings this year, which required police in Windsor to ask the Home Office for extra money.

Between £2m and £4m is thought to have been spent on security when the Duke and Duchess of Sussex married, and another bill was racked up when Princess Eugenie married her fiancé Jack Brooksbank.

Ms Thornton said police were in especially "high demand" at the time of the visit of Mr Trump, as it coincided with increased calls linked to the World Cup, hot weather, and numerous events and festivals. "These demands affected local policing to differing degrees across the country with the host forces most impacted," the senior officer added. "The majority of forces had to cancel officers' rest days and extend the length of their shifts."

"Despite the challenges, the hard work of officers and staff made sure that the public were kept safe throughout."

#### **Princess Eugenie's wedding: Police to apply for extra cash to cover security bill**

Thames Valley Police have confirmed they will be applying for extra cash from the Home Office to help cover the cost of the two royal weddings in Windsor; Princess Eugenie and Jack Brooksbank, and the earlier wedding of the Duke and Duchess of Sussex.

Thames Valley Police's Deputy Police and Crime Commissioner said: "The policing of the Duke and Duchess of Sussex's wedding was a complicated operation involving a number of organisations and the cost incurred by Thames Valley and other forces has not yet been finalised. Once finalised, Thames Valley Police will release the information and we will submit a formal special grant request to the Home Office in due course." to give an estimate of how much this week's wedding may cost the force.

They are used to regularly dealing with large royal events in Windsor; however, the decision to invite members of the public into the castle grounds and have a carriage procession for the bride and groom along Windsor High Street will increase the police resources needed.

The Home Office said it is working with Thames Valley Police to support the policing operation. "The Thames Valley Police and Crime Commissioner has not applied for special grant funding at this point, but any such application will be considered carefully," a spokesperson said.

#### **Crown Prosecution Service Head: "justice system can't cope"**

Britain's criminal justice system is "creaking" and unable to cope with the huge amounts of data being generated by technology, the Head of the Crown Prosecution Service has warned in her final interview before stepping down. Alison Saunders has said the CPS and police were failing to

investigate thousands of cases efficiently – from rape to fraud to modern slavery – and were critically short of the skills and resources required to combat crime.

Her comments corroborated with a Home Affairs Select Committee report last week which had warned that police were struggling with outdated technology and at risk of becoming “irrelevant” as reported crime continues to surge, rising by 32% in three years. While fraud has become the most commonly reported crime in England and Wales, with 1.7 million offences a year, only one in 200 victims ever sees the perpetrator brought to justice. Saunders admitted that many cases were simply being ignored “because it takes time and a skilled investigator”.

The capability and capacity of the police should be an urgent concern for the Home Office, she said. In their report, MPs warned of “dire consequences for public safety and criminal justice” if police funding was not prioritised.

### **Prosecutors urged to ditch 'weak' rape cases to improve figures**

<https://www.theguardian.com/law/2018/sep/24/prosecutors-rape-cases-cps-crown-prosecution-service-conviction-rates>

Prosecutors in England and Wales have been urged to take a more risk-averse approach in rape cases to help stem widespread criticism of the service’s low conviction rates.

The controversial advice to take a proportion of “weak cases out of the system” has been given to specialist rape prosecutors in training seminars, which has led some staff to fear the service has undertaken an undeclared change in policy. The advice has also caused alarm among experts and campaigners, who say it could severely limit victims’ access to justice. They warn it could lead to cases involving younger victims, students, or those with mental health issues being less likely to result in a charge.

### **Police demands for potential rape victims' data spark privacy fears**

[https://www.theguardian.com/society/2018/sep/25/revealed-uk-police-demanding-access-data-potential-rape-victims?CMP=tw\\_t\\_gu](https://www.theguardian.com/society/2018/sep/25/revealed-uk-police-demanding-access-data-potential-rape-victims?CMP=tw_t_gu)

Police are demanding almost unfettered access to highly personal records and data from potential rape victims before pressing ahead with their cases.

In some areas, complainants are being asked to disclose health, school and college records, counselling notes and all data from their electronic devices, documents obtained under freedom of information requests show. In London, the Metropolitan police request access to social media, web browsing activity and content, instant messages, location data, emails, deleted data, images, videos, audio files, apps, contacts, documents, MMS and SMS messages – which can be kept for up to 100 years. The information provided can then be disclosed to the Crown Prosecution Service and the defence.

But in other parts of the UK no such information is required from complainants. The postcode lottery revealed by the documents has raised fears among campaigners that victims will be put off going to the police by the intrusion into their lives.

**Rape and sexual assault victims have been told not to get counselling as lawyers could use their notes against them in court.**

**<https://linkprotect.cudasvc.com/urlvictims-told-not-to-get-counselling-as-lawyers-can-use-their-notes-against-them>**

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## OFFICE OF THE POLICE & CRIME COMMISSIONER FOR THAMES VALLEY

### PCC REPORT TO THE THAMES VALLEY POLICE AND CRIME PANEL 16<sup>th</sup> November 2018

#### Implications of the HM Government Consultation Paper 'Transforming the Response to Domestic Abuse'

The Home Office and the Ministry of Justice jointly launched the above consultation paper in March 2018 seeking views on a number of specific measures intended to prevent and tackle domestic abuse that had been set out in the Queen's Speech, which they would take forward through new domestic abuse legislation.

[The original, now closed, consultation paper is available at:

<https://consult.justice.gov.uk/homeoffice-moj/domestic-abuse-consultation/>]

The Office of the PCC did not respond to this consultation exercise, given that it was consultation on what proposals might appear in a draft Domestic Abuse Bill (presumably subject to availability of parliamentary time compared to the likely demands of 'Brexit' business), the contents of which will then be subject to further consultation in due course. The consultation period ended on 31 May 2018. At this present time the feedback from the consultation exercise is still being analysed by HM Government.

The Government's main aim is to prevent domestic abuse by challenging the acceptability of abuse and addressing the underlying attitudes and norms that perpetuate it. Within that context, the consultation exercise asked 65 questions under 4 main themes with the central aim of prevention running through each theme, being:

- Promote awareness – to put domestic abuse at the top of everyone's agenda, and raise public and professionals' awareness
- Protect and support – to enhance the safety of victims and the support they receive
- Pursue and deter – to provide an effective response to perpetrators from initial agency response through to conviction and management of offenders, including rehabilitation
- Improve performance – to drive consistency and better performance in the response to domestic abuse across all local areas, agencies and sectors

The consultation acknowledged that both women and men are victims of domestic abuse and sought views on how agencies can best support all of those affected. However, as a disproportionate number of victims are women, especially in the most severe cases, the Government's approach to domestic abuse is framed within the Violence Against Women and Girls Strategy, which the Government considers has proved effective.

The Government will seek to encourage 'zero tolerance' towards domestic abuse and to actively empower victims, communities and professionals to confront and challenge it. They also want to ensure that perpetrators are held responsible for their actions and are brought to justice in a way that properly recognises the devastating consequences of their behaviour.

To prevent domestic abuse from happening in the first place, the Government seeks to ensure that all professionals have the knowledge, tools and guidance to intervene earlier to protect victims before abuse escalates and, where possible, rehabilitate offenders to prevent reoffending.

Finally, in respect the response victims receive and the action taken to punish and rehabilitate offenders, the Government wishes to see all areas of the country match the best and put in place innovative and effective programmes to both support victims and their families and prevent domestic abuse from happening.

At a national level, police and crime commissioners have a clear role to play given their statutory responsibilities for victims, and the police, health, housing and education services all have a vital role in tackling domestic abuse. The proposal to create a Domestic Abuse Commissioner, to stand up for victims, to monitor the local provision of domestic abuse services and hold the government to account, could therefore play a key role in promoting a shift in culture and ensuring an effective multi-agency response to domestic abuse. Similarly, the focus on perpetrators is welcome, including improving the victims' experience of the criminal justice system to ensure victims come forward and support prosecution through to conclusion alongside the use of conditional cautions and improved offender management where appropriate to reduce reoffending. However, much will depend on the funding made available to all agencies by Government and the powers assigned to the new Domestic Abuse Commissioner to make things happen.

At a local Thames Valley level, my Police and Crime Plan 2017-2021 incorporates the following specific relevant 'key aims':

- Strategic Priority 1 ('Vulnerability') – 'To secure improvements in the criminal justice experience and outcomes for victims of domestic abuse in order to see an increase in the volume of domestic abuse investigations which result in prosecutions'.
- Strategic Priority 3 ('Reducing Re-offending') – 'To help identify and implement best practice in the management of perpetrators of domestic violence, particularly focussing on serial perpetrators'.

It can be seen therefore that the Government's proposals regarding the new draft Domestic Abuse Bill are consistent with the local strategic priorities and key aims I set for the Thames Valley (which were identified after consulting with Thames Valley Police and key statutory partners) and, therefore, should support their successful delivery.

Accordingly, I welcome the intentions of the Government's new legislation, as set out in the consultation paper, and look forward to the publication of the draft Domestic Abuse Bill at which point I and all affected agencies will be able to assess the implications of the proposals in greater detail.

**Anthony Stansfeld**

Police and Crime Commissioner for Thames Valley

7 November 2018

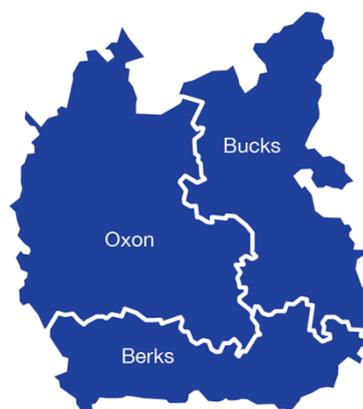
## Report to the Thames Valley Police & Crime Panel

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**Title:** Report of the Thames Valley Police & Crime Panel Complaint Sub-Committee

**Date:** 16 November 2018

**Author:** Khalid Ahmed, Scrutiny Officer,  
Thames Valley Police & Crime  
Panel




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### **Background**

1. As set out in the Police Reform and Social Responsibility (PRSR) Act 2011, and further explained in the Policing Protocol Order 2011, Police and Crime Panels (PCPs) perform a scrutiny function for PCCs, providing challenge and support, and acting as a critical friend. PCPs are currently responsible for handling non-serious complaints made about a PCC, and resolving these through the process for “informal resolution”, as set out in the PRSR Act 2011 and the Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012.
2. A Sub-Committee of the Panel discharges this duty on its behalf. The Chairman of the Sub-Committee is currently Councillor Emily Culverhouse.
3. It was agreed that the Sub-Committee should submit its report to the Panel on a quarterly basis, when complaints had been considered.

### **Complaints Received**

4. Two complaints were considered at the Sub-Committee meeting on 7 September 2018.
5. The Sub-Committee considered that both complaints were an abuse of the complaints process. An abuse of process was defined as where there had been misuse of the complaints system to influence another process or outcome. It was used where it could be demonstrated that the complaints should not be allowed to continue because the complaints system (under the 2012 Regulations) was not designed to cater for such matters.
6. The Sub-Committee agreed to use its powers to dis-apply the requirements of the Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012 in respect of both complaints. Under Regulation 15(3)(e) the Panel may decide that the complaint should not be subject to resolution under Part 4 of the Regulations or that no action should be taken in relation to it at all if the complaint is considered to be vexatious, oppressive or an abuse of process.

**Recommendation**

**It is recommended that the Thames Valley Police & Crime Panel note the report of the Complaint Sub-Committee**

**Panel Recommendation Monitoring**

<p align="center"><b>Panel Recommendations</b></p>	<p><b>Progress Update</b>                      Blue – Panel response                      Black – PCC response                      Red – Chief Constable response</p>	<p align="center"><b>Committee Assessment of Progress</b></p>
<p><b>Local Policing Model</b>                      That the PCC continues to keep the new operating model under review with the Chief Constable and that the Panel be provided with a report at the end of the first year of operation.</p> <p>(Two actions in the mins include information on abandoned calls and the Chief Constable sharing the performance dashboard with the PCC)</p>	<p><i>This will be included in the Work Programme for November 2018.</i>  <b>PCC requested that this item be deferred as TVP is currently conducting a review of the model which has included a survey, qualitative and quantitative data. There has been some changes to the model and further work needs to be done by the Force to understand the consequences. Accordingly, it is not felt appropriate in terms of timing and/or potential diversion of Force resources either for the Force to prepare &amp; present a report to the Panel before it has reported to the PCC on the results of the LP model review, or for the PCC to commission a separate report from the Force at this time whilst this Force review is still ongoing simply to enable him to present an update to the PCP.</b></p>	
<p><b>Local Criminal Justice Board</b></p> <ol style="list-style-type: none"> <li>1. That the PCC, in consultation with the LCJB may wish to consider the performance monitoring suggested by the Crest Report to ensure that there is a single overarching vision for the LCJB which is outcome focused.</li> <li>2. That the PCC, in consultation with the LCJB should revisit their decision on publishing further information on their website on performance monitoring</li> </ol>	<ol style="list-style-type: none"> <li>1. That would be a decision for the LCJB not the PCC (NB The chairmanship of the LCJB will transfer from the PCC to another Board member w.e.f. Jan 2018).</li> <li>2. That is a matter for the LCJB as a whole, not the PCC as an individual member of the Board.</li> </ol>	

<p>3. That consideration be given to more robust challenge/influence from the PCC, where there is poor practice or where partners were not engaging (e.g holding a one day conference to look at accommodation for released prisoners) and that the Plans and actions from Sub Groups should be challenged by the Board to ensure the most effective outcome for the criminal justice system as a whole.</p>	<p>3. The PCC is the current Chair of the Board (until Jan 2018) but has no power or authority as PCC or Chair to 'hold partners to account'.</p> <p>The Panel have written to the PCC regarding his responses asking him if he can use his influence to raise these recommendations with the Board, including putting more information on the LCJB website to achieve greater transparency.</p>	
<p><b>Modern Slavery</b> To Panel Members That they work with their Councils to ensure that they are doing all they can to identify and combat modern slavery in all its forms and provide an update to the Scrutiny Officer on how this is being undertaken To PCC</p> <ol style="list-style-type: none"> <li>1. That he ask TVP to provide a checklist for all Councils to ensure that they are meeting their obligations in terms of the Modern Slavery Act and that where there were gaps in services that he address this through his powers to require a report from a CSP where he was not content that the CSP is carrying out its duties efficiently and effectively.</li> <li>2. That he ask for a steer to be given on how Health and Wellbeing Boards should tackle the issue of modern slavery</li> </ol>	<p>An update can be given at the June meeting when a general report is written on the work of Community Safety Partnerships.</p> <p>The PCC has funded a TVP 'Modern Slavery Coordinator' post to work with Local Authorities to improve awareness of obligations and support development of a common approach.</p> <p>The Local Government Association has produced a detailed guidance document for Local Authorities <a href="https://www.local.gov.uk/modern-slavery-council-guide">https://www.local.gov.uk/modern-slavery-council-guide</a></p> <p>A training needs assessment is currently being developed in order to establish current awareness and the level of training need, whilst the production of content for an e-learning package was an action from the last meeting. A number of training sessions have been delivered by the organisation Hope for Justice as well as by Rahab. It may be therefore</p>	

<p>3. That data be provided to the Panel on repeat victims of modern slavery where they have been referred to the National Referral Mechanism more than once and that the PCC inform the Panel how he will ensure that victims who are at risk of being re-trafficked are being minimised.</p>	<p>that Councillors would have the opportunity to attend a session organised in the future which would help with their role.</p> <p>By the very nature of trafficking and the movement involved, any repeat victims would need to be recorded at a national level rather than force level. In theory, the Modern Slavery Human Trafficking Unit would be able to see any victims who have been referred into the National Referral Mechanism (NRM) more than once, however this would only capture adult victims who have consented to going into the NRM. I have raised this with the South East Regional Organised Crime Unit who has raised this with the National Insight Team to see if they are aware of any other agencies who might be collecting this data and if not, that it be given national consideration.</p> <p>The 'Project Eagle' Tactical Group was developed (Qtr. 1, 2017/18) to identify and safeguard those at risk of / victims of human trafficking / modern slavery.</p> <p>The Police Innovation Fund/PCC funded Independent Trauma Advisory (ITA) service project ended in April 2017; however, the project supported 145 victims with 59 people receiving significant longer-term support. The greatest proportion of victims were UK citizens, with increasing number reporting forced labour over the two years of the project.</p> <p>The project is largely responsible for the incremental increase of National Referral Mechanism (NRM) referrals from Thames Valley (from 23 in 2014, 36 in 2015 and 80 in 2016). This is an increase of 122% in Thames Valley compared to 63% nationally.</p>	
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<p><b>Serious Organised Crime and Counter-Terrorism</b></p> <p>The Panel recommended that the PCC provide a report to the Panel at its next meeting responding to:-</p> <ul style="list-style-type: none"> <li>• A request by a Panel member that the street operation to address aggressive street culture, which had been very successful, as to whether this operation would be repeated.</li> <li>• Questions as to whether the PCC was happy that he was fulfilling his legal duties under the PREVENT strategy; how was he working with partners, what funding and activity will he undertake to support local plans and, if there is any misalignment with these Plans, how will he co-ordinate this to ensure the strategy is being delivered for the Thames Valley?</li> <li>• A request for an update on the ‘dare to share’ culture.</li> </ul>	<p>This is an operational policing matter.</p> <p>The first PREVENT Virtual Learning Group Newsletter was circulated on 21 Sept. 2017.</p> <p><b>TVP has fully recruited into all Counter Terrorism Firearms Officer positions and the recruitment of Authorised Firearms Officers is ongoing.</b></p> <p>No ‘Dare to Share’ progress update is available at this time – OPCC is currently liaising with TVP to clarify matters.</p>	
<p><b>Unauthorised encampments</b></p> <p>That the PCC provides reassurance that the application of the unauthorised encampment policy and the interpretation of legislation are being consistently applied by liaising with Local Area Commanders across the Force and Local Authorities across the Thames Valley.</p> <p>Actions include :-</p> <ul style="list-style-type: none"> <li>• The Chief Superintendent commented that he was very happy to work with Authorities across the</li> </ul>	<p>Response from the PCC: I have raised this issue with the Chief Constable who has undertaken to arrange for all Local Police Area Commanders to receive and implement consistent policy and procedures.</p> <p><b>The setting up of a TVP/LA task and finish group was agreed at the Thames Valley-wide Chief Executives’ Meeting.</b></p> <p><b>This Task and Finish Group will meet on 28<sup>th</sup> November for the first time</b></p>	

<p>Thames Valley to work towards a more consistent approach and policy.</p> <ul style="list-style-type: none"> <li>• Chief Superintendent reported that the Force had recently undertaken a significant piece of work on signposting homeless people to appropriate help such as the local housing authority. He would send a copy of this policy to the Scrutiny Officer to circulate to the Panel.</li> <li>• The PCC referred to the recent suggestion from the Chief Superintendent, that he work with relevant Local Authority contacts across the Thames Valley to ensure that policies for unauthorised encampments were consistent, where possible. This could cover, for example, that any decision making in relation to unauthorised encampments should be undertaken at Local Area Commander level.</li> </ul>	<p>and most Councils will be represented (currently 'reminding' the 3 councils who have not nominated a representative yet).</p> <p>At a Panel meeting in April 2018, the Chief Constable referred to a meeting with Chief Executives from each Local Authority where a protocol on unauthorised encampments had been submitted. This protocol was now used by all local authorities within Thames Valley to ensure a consistent approach was used to unauthorised encampments.</p>	
<p><b>Collaboration</b></p> <p>To liaise with the Hampshire Police and Crime Panel Chairman to look at scrutinising the decisions and actions of the two respective PCCs in respect of collaboration between both Force areas and to identify areas of mutual interest that could benefit from cross panel working.</p> <p><b>Action</b></p> <p>In terms of how outcomes were assessed the Chief Constable reported that the performance framework was a 'Restricted' document and could not therefore be circulated, as it included information on recent cases</p>	<p>A collaboration meeting was held with PCP Chairman from Thames Valley, Hampshire, West Sussex, Surrey on 20 October 2017. The Panel Chairman discussed areas where collaboration was taking place and also the National Association for Police and Crime Panels. They agreed to meet on a quarterly basis to discuss joint issues.</p> <p>The SE Four Area Collaboration Police and Crime Panel meetings continue to take place, looking at collaborative work across the four Force areas.</p>	

<p>including significant seizures of cash and drugs and cyber crime investigations. He would produce information for the Panel which can be shown in the public domain on what outcomes had been achieved.</p>		
<p><b>Roads Policing</b> That a Working Group be set up to look at roads policing and that requests for information on this area be sent to the Deputy Chief Constable. Areas for consideration could include:-</p> <ul style="list-style-type: none"> <li>• More transparent documentation on their strategy on roads policing</li> <li>• Consideration of a business case for average speed cameras</li> <li>• Improved dialogue between police and local authorities on the siting and decommissioning of speed cameras and the need for a Deployment Strategy</li> <li>• Consideration of developing a Thames Valley wide partnership to ensure better co-ordination of information across the Thames Valley</li> </ul>	<p>The road safety summit for officers was held on 19 September 2017 to address some of these issues. At the summit meeting on 25 January 2018, it was agreed that a Working Group should be set up which will meet 3 times a year to ensure better co-ordination of information across the Thames Valley and look at ways to improve partnership working. This will include improved dialogue on the siting and decommissioning of speed cameras. The Working Group will look to develop a Strategy/Framework and co-ordinate campaigns across the Thames Valley. Meeting have taken place in May and October 2018.</p> <p>In relation to the discussion held at the Panel on 17 November 2017 regarding 20mph enforcement in Reading the Panel Member has written to the Chief Inspector.</p>	
<p><b>Taxi Licensing – Follow up from previous year</b> 1. That the PCC/Chief Constable be asked to consider looking at Council funding / part-funding a dedicated Police Taxi Licensing Officer specifically to ensure prompt information sharing about incidents, drivers, arrests, charges, convictions – so that Police Licensing becomes the central point for information sharing.</p>	<p>An event was held in May where the Deputy PCC confirmed that the PCC and Chief Constable have agreed the principle that (a) the Force should host a police ‘Taxi Licensing Officer’ to coordinate Force and local authority activities across the Thames Valley, and (b) that the PCC will fund the initial costs of this post for year pending agreement being reached that the local authorities will jointly fund the post thereafter (subject to negotiations)</p>	

	<p>Responses from the smart survey have been received from the Licensing Authorities. It has been suggested that a list of minimum standards be put together for the Single Point of Contact Post, which will be put through an evaluation panel shortly.</p> <p>A review of internal TVP procedures on Child Sexual Exploitation and taxi drivers was undertaken (Qtr.1 – 2017/18) following a serious case review.</p> <p>A Single Point of Contact (SPOC) co-ordinator has been appointed (end of September) and subject to vetting (6-8 weeks approx.) should be in post.</p> <p>Once the SPOC is in place the intention is to hold another workshop to see how the pilot is working and review the minimum standards, perhaps looking at Oxfordshire’s detailed standards that have been agreed – the PCC is funding the post for a year but if successful it is hoped that LAs would contribute towards funding this post.</p>	
<p><b>Cyber Crime – Follow up from previous year</b> To consider whether a Working Group should be set up to look at this area in more detail.</p>	<p>A cybercrime event was held in March and following this event a Thames Valley wide strategy has been circulated for comment (copies will be available at the meeting) to ensure that there is a common approach to cybercrime.</p> <p>Grant funding (of just under £100,000) has been awarded by the PCC out of his Community Safety Fund to help tackle Cybercrime preventative measures.</p>	

	TVP is maximising the use of the Special Constabulary to support victims and the public on cybercrime and fraud prevention.	
<p><b>Female Genital Mutilation</b></p> <p>Update on this would be helpful for Preventing CSE Sub Committee in Autumn</p>	<p>The OPCC Strategic Delivery Plan (under policy development) has an action to develop a business case to consider and support development of a Thames Valley FGM strategy. A FGM meeting took place with stakeholders in June and a TV FGM Partnership Group has been proposed including Health, third sector, police, education and the OPCC.</p> <p>This FGM Group has met for a second time and agreed to become an FGM Board and are considering adopting an FGM Strategy for Thames Valley.</p> <p>Grant funding (over £100,000) has been awarded by the PCC out of his Community Safety Fund to support local projects / organisations providing services which are designed to increase engagement with local communities, provide opportunities for dialogue, engagement and education for key professionals, and to improve reporting and prevention of FGM. All project leads attend the FGM Board chaired by the OPCC.</p> <p>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.</p>	
<p><b>Preventing CSE Sub Committee</b></p> <ul style="list-style-type: none"> <li>That the PCC be asked to look at the Staffordshire PCC CSE Outcomes Framework and whether there</li> </ul>	Refer to Panel report on Preventing CSE Sub Committee at 20 April meeting.	

<p>was any benefit for Thames Valley having a similar document</p> <ul style="list-style-type: none"> <li>• That the 12 Strands on CSE within the Force Strategic Assessment be used as a framework for scrutiny</li> <li>• Members asked for a written response on how TVP were addressing HMIC recommendations to prevent online CSE</li> <li>• Further information was requested on prosecution numbers</li> </ul>		
<p><b>Complaints Sub-Committee</b></p> <ul style="list-style-type: none"> <li>• For the PCC to comment on whether he has made small amendments to the process in terms of personalisation and IT</li> </ul>	<p>Responses from the PCC to complainants are now routinely personalised in the name of the PCC (unless there is an appropriate reason not to). Changes to the Force ICT email systems have been made in respect of the 'PCC@thamesvalley' email address to lift the automated security features that otherwise divert some external mails into 'quarantine'.</p> <p><a href="#">A Complaints Sub-Committee took place on 7 September when the Sub-Committee considered two complaints.</a></p>	

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Thames Valley Police & Crime Panel Work Programme 2018/19

Date	Main Agenda Focus	Other agenda items
2/2	PCC Draft Budget – To review and make recommendations on the proposed precept for 2017/18 and to receive a report from the Budget Task and Finish Group	<ul style="list-style-type: none"> <li>• Public questions</li> <li>• Annual Assurance Report – Joint Independent Audit Committee</li> <li>• Performance – Prevention and Early intervention</li> <li>• Topical Issues</li> <li>• Complaints Sub</li> <li>• Work Programme</li> </ul>
20/4	PEEL –HMIC Crime Data Integrity report	<ul style="list-style-type: none"> <li>• Public questions</li> <li>• Complaints Integrity and Ethics Annual Assurance Report</li> <li>• Performance Report - Reducing Reoffending (link with knife crime?)</li> <li>• Topical Issues</li> <li>• Complaints/Child Sexual Exploitation Sub</li> <li>• Work Programme</li> </ul>
22/6	PCC Annual Report Community Safety Partnerships update	<ul style="list-style-type: none"> <li>• Election of Chairman/ Appt of Vice Chairman</li> <li>• Public questions</li> <li>• Report of the CSE/Complaints Sub Committee</li> <li>• PCP Annual Report</li> <li>• Annual Review of PCP Rules of Procedure and Budget</li> <li>• Topical Issues</li> <li>• Work Programme</li> </ul>

Date	Main Agenda Focus	Other agenda items
7/9	Themed item - Governance of the South East Regional Crime Unit (SEROUCU) to ensure/demonstrate effective scrutiny & accountability of the SEROUCU activities and performance	<ul style="list-style-type: none"> <li>• Public questions</li> <li>• Performance Report – Police Ethics and Reform (could include review of Contact Management Programme)</li> <li>• Topical Issues</li> <li>• Work Programme</li> </ul>
16/11	Themed item – Review of local policing model - <b>Deferred</b>	<ul style="list-style-type: none"> <li>• Public questions</li> <li>• Performance reports – Vulnerability and Police Ethics and Reform</li> <li>• Update on progress made on Implementation of the TVP’s new Contact Management Platform (CMP)</li> <li>• Report of the Thames Valley Police &amp; Crime Panel Complaint Sub-Committee</li> <li>• Summary of Home Affairs Committee Report into Policing for the Future</li> <li>• Panel Recommendation Monitoring</li> <li>• Topical issues</li> <li>• Work Programme</li> </ul>
1/2	<p>PCC Draft Budget – To review and make recommendations on the proposed precept for 2018/19 and to receive a report from the Budget Task and Finish Group</p> <p>Possible Themed Item – Victims First Scheme</p>	<ul style="list-style-type: none"> <li>• Public questions</li> <li>• Report on the implementation of the TVP’s new Contact Management Platform (CMP)</li> <li>• Topical issues</li> <li>• Work Programme</li> </ul>

**Future items: Review of local policing model, Crime Data, Domestic Violence and Abuse, Exploitation**

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