



OFFICE OF THE POLICE & CRIME COMMISSIONER FOR THAMES VALLEY

PCC PROGRESS REPORT TO THE THAMES VALLEY POLICE AND CRIME PANEL 16th 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).
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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 been 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