



OFFICE OF THE POLICE & CRIME COMMISSIONER FOR THAMES VALLEY

PCC PROGRESS REPORT TO THE THAMES VALLEY POLICE AND CRIME PANEL 2nd September 2019

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 3, 2019/20) 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 3, 2019/20)

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

TVP Delivery Plan actions & progress:

2019/20:

- The latest Victim Satisfaction Survey results indicate that victim satisfaction is improving, although feedback shows that updating victims needs to improve.
- Work has been completed to provide a new text survey to be sent to callers and victims designed to gauge satisfaction with the service of Thames Valley Police. This is due to begin on May 1st 2019 and will allow us to look at victim satisfaction at LPA level, allowing for targeted analysis.

OPCC general activities:

2019/20:

- We have now launched the Victims First Hub which allows for a centralised referral pathway for any victim, witness or family member of victim who requires additional support.
- We have worked closely with Thames Valley Police to create new guidance and put a technical solution in place to allow 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 creation of the Victims First Web-site (www.victims-first.org.uk) and 'Victims First Connect' which involves points in local communities 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 who are located in Domestic Abuse Investigation Units and work with medium risk victims to deliver safety planning and signpost to support services.
- *The OPCC will provide the Panel with a separate presentation on Victims First during the meeting.*

OPCC Community Safety Fund initiatives:

2019/20: None at present

Police Property Act Fund initiatives

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

2019/20: None at present

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

TVP Delivery Plan actions & progress:

2019/20:

- 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.
- 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.
- In Slough Local Policing Area, work has taken place to raise the profile of the Youth Liaison & Diversion (L&D) team, expanding their reach from the custody environment only into the community. L&D workers attend multi-agency meetings such as the Serious Youth Violence and Child Drug Exploitation meetings to help tackle child exploitation issues and assess vulnerable children in home visits with officers.
- Changes to detention in the Mental Health Act which gives the police power to remove someone from a public place to a place of safety has led to a reduction in the number of unlawful detentions in police custody. Staff have been trained to align with new mental health guidance.
- “Join the Dot” is a strategic group with the CEO of the local authority, Royal Berks Hospital, private organisations and health to consider how positive legacies can be provided within the community.
- Chiltern and South Buckinghamshire are running an operation which addresses scam frauds which disproportionately affect the ageing and affluent population in the LPA. The operation has engaged partners in the Council and across local business, establishing a co-ordinated campaign involving targeted leaflet drops, posters, pop up stands at local events and presentations to community groups.

OPCC general activities:

2019/20: See update under 1) above, detail of which runs across this strategic aim.

OPCC Community Safety Fund initiatives:

2019/20: None at present

Police Property Act Fund initiatives

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

2019/20: None at present

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

TVP Delivery Plan actions & progress:

2019/20:

- 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 2000 emails per year will be more effectively managed, improving services to the public making contact and improving staff effectiveness.
- 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 had been launched and the public reporting function is providing increased notifications resulting in a reduction in 101 calls and increased operational efficiency.
- 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 Professional Standards Department (PSD) review of misconduct hearings initiated in Q1 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 we have started to run analysis of the usage and issues raised to further improve the public interfaces.
- Over the next three years the Data Enablers Programme (collaborative with Hampshire Constabulary) 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. It will enable existing information to be streamlined and will add value by providing additional insights, allowing the force to provide better planning in areas such as Domestic Abuse and Vulnerability through high-quality data. Combining Thames Valley and Hampshire data from various separate systems will also give a more comprehensive picture.
- Criminal Justice are working to improve the way in which the force manages digital evidence such as CCTV and body worn video material, and have now completed the procurement for the new Digital Evidence Management System.
- Thames Valley Police launched its new website, and has seen a significant take-up rate in the number of people choosing to report crime on-line, with 27,330 reports submitted since July '18. This equates to 13.3% of all crime being reported to TVP. Over 600 feedback reports state that they would not have contacted the Police if they could not have done so online. In December '19, the facility to apply online for a Firearms Licence was added to the website, including online payment.

- A Central Storage Project for Body Worn Video is currently in progress, establishing much better levels of resilience, recovery and continuity.
- The Contact Management Platform has made significant steps towards implementation. It will record and manage police contact with the public and will be used to control operational responses to crimes and incidents. Having undergone rigorous testing, it has now passed the user testing stage and training continues.

OPCC general activities:

2019/20: See update under 1) above, detail of which runs across this strategic aim.

OPCC Community Safety Fund initiatives:

2019/20: None at present

Police Property Act Fund initiatives

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

2019/20: None at present

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

TVP Delivery Plan actions & progress:

2019/20:

- Local Policing are working with Corporate Communications to promote the benefits of Independent Advisory Groups (IAG) as a way of improving engagement with under 18 year olds.
- The Chair of the Stop and Search Independent Audit Group (SSIAG) has written to Youth Offending Teams encouraging youth participation in IAG forums and is preparing a YouTube clip discussing IAGs as a way to encourage young people to consider joining IAGs to have a say.
- A schools' engagement officer has been re-introduced in most LPAs. This will support early intervention and building resilience amongst young people.
- In Slough, the police-led community consultation forum has significant youth representation, encouraging young people to discuss local concerns and to be a part of the solution.
- At South Oxfordshire and Vale of White Horse LPA, a Youth Independent Advisory Group (IAG) has been running successfully for over a year, with feedback delivered on issues such as Tasers and use of force. This allows for better communication with young people across the LPA.

- Independent Advisory Groups have received support to improve youth engagement by improving their social media presence, and through stronger links with Youth Offending Teams (YOT).
- The “Inspiring the Future” message has been shared across the organisation to encourage improved levels of volunteering, particularly with young people.
- A number of LPAs have provided targeted police activity to engage, build relationships and positive activities for the local young persons, such as the Cadets, Community Court and Mini police.
- Aylesbury LPA are working with Aylesbury Vale District Council and Crime Safety Partnerships to work with young people to better understand their perception of crime, particularly knife crime, and identify peer led methods to tackle it.

OPCC general activities:

2019/20: See update under 1) above, detail of which runs across this strategic aim.

OPCC Community Safety Fund initiatives:

2019/20: None at present

Police Property Act Fund initiatives

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

2019/20: None at present

Anthony Stansfeld

Police and Crime Commissioner for Thames Valley

28 August 2018