



Avon and Somerset Police and Crime Panel

Hosted by Somerset County Council Democratic Services



Minutes of the Police and Crime Panel

Tuesday 12th March 2019

Present:

Local Authority Representatives:

Nigel Ashton (North Somerset Council), Cherry Beath (Bath & North East Somerset), Ann Bown (Sedgemoor District Council), Asher Craig (Bristol City Council), Stuart Dowding (West Somerset District Council), John Parham (Mendip District Council), Afzal Shah (Bristol City Council), Mark Shelford (Bath & North East Somerset), Jane Warmington (Taunton Deane Borough Council), Mark Weston (Bristol City Council), and Roz Willis (North Somerset Council).

Independent Members:

Richard Brown, Joseph Mullis, Andy Sharman and Clare Torrible

Host Authority Support Staff

Julian Gale - Strategic Manager

Patricia Jones - Principal Democratic Services Officer

Police and Crime Commissioner and Supporting Staff:

Sue Mountstevens - Police and Crime Commissioner

John Smith - Chief Executive Officer

Joanna Coulon - Criminal Justice and Commissioning Officer

Karin Takel – Strategic Planning and Performance Officer

1. Apologies for absence

Councillors Wale, Ashton and Warmington. Councillor Weston Chaired the meeting.

2. Public Question Time

Lloyds Banking Group

The Chair explained the role of the Panel's Complaints Sub-Group and confirmed that a meeting would take place on 22nd March 2019 to assist the Panel in reaching a resolution on the current complaints.

The Panel considered statements and questions from Alun Richards, Mike McGrath and Rob Jones which were circulated in advance of the meeting. Trevor Mealham and Brian Henderson were also given time to address the meeting. All representations concerned allegations of criminality involving Lloyds Banking Group.

Trevor Mealham advised the Panel that his evidence had not been considered and he had not been interviewed by Police Officers in relation to his allegations. He stated that the PCC had not given sufficient attention to the number of victims and the wealth of evidence that was available.

Mike McGrath stated that there had been a failure on the part of ASC to investigate or respond to offers of assistance from Thames Valley Police.

Brian Henderson stated that he was a Lloyds customer compensated in the amount of £55 as a result of being mis-sold a range of policies. He highlighted alleged fraudulent banking practices on the part of Lloyds Bank.

The PCC extended her sympathies to the people affected by the Lloyds Recoveries matter. She explained that the PCC role was separate to that of the Avon and Somerset Constabulary (ASC).

3. Declarations of Interest

John Smith (CEO) confirmed his period of employment at Burgess Salmon Solicitors in Bristol between 2000 and 2009.

Andrew Sharman (Independent Member) declared a business crime consultancy interest involving Devon and Cornwall OPCC.

4. Minutes of the meeting held on 13th December 2018

Resolved – that the Minutes of the meeting held on 5th December 2018 be confirmed as a correct record and signed by the Chair.

5. Matters Arising

None.

6. Chairman's Business

The Panel paid tribute to the Chair Councillor Martin Wale and thanked him for his work this last year and commitment to the Panel over the last 5 years. The Panel and the PCC wished him a speedy recovery.

7. Commissioner's Update Report

The Commissioner provided the following updates:-

Performance – the PCC drew attention to the General Performance report prepared by the Constabulary on a monthly basis setting out performance against the Police and Crime Plan. It was emphasised that the information had been released by the Constabulary to assist the Panel with its scrutiny function but the information was otherwise confidential. It was suggested that the process be reviewed in 6 months time.

The PCC added that the mechanism for Link Member roles agreed on 5th February 2019, would provide additional opportunities for sharing performance and assurance information.

Victims Services Re-commissioning – the contracts had been awarded and signed off. Councillor Willis was thanked again for her contribution to the cycle of Board meetings which underpinned the re-commissioning process.

Drugs Education Programme – this health-based project would be rolled out beyond the initial pilot in Bristol to North Somerset and Somerset in the coming months.

Recruitment Update - the following update on the latest position on actual Police officer and PCSO numbers as at 1 April 2018 and 31 January 2019 was provided:-
Police Officers FTE - 2,593.63 (April 18) and 2,689.92 (Jan 2019)
PCSO FTE – 331.44 (April 18) and 316.57 (Jan 2019)

It was noted that the aim was to increase the figure of 2,689.92 to 2751 by February 2020.

Serious Violence Summit – in response to the Government’s announcement to consult on a legal duty to support a public health approach to preventing and tackling serious violence, a number of activities were planned to underpin the multi-agency approach to the strategy locally:-

- Secured Home Office funding for Behavioural Insights Team to support work to develop and Avon & Somerset approach / strategy;
- Arranging jointly with the Constabulary and A&S wide summit with partners to look at current good practice, opportunities to deliver the strategy in each Local Authority area – 8th May 2019 at Taunton Cricket Club.
- £100k match funding from the OPCC to support local delivery.

Governance Papers and Protocol – the Panel was referred to the PCC’s Governance, Decision Making and Scrutiny Policy which had been included in the papers at the request of the Chair.

Estates – attention was drawn to the confidential update provided with the papers.

Below is a summary of the responses provided to the issues and questions raised by Panel Members:-

- Recruitment steps in relation to PCSOs may involve over-recruiting to offset the percentage of PCSOs who become Police Officers. The total establishment figure was estimated at 348 and this would be confirmed.
- There was discussion in relation to the confidential nature of the performance information supplied to assist the Panel’s scrutiny function. There were concerns that the dissemination of the information in this way was counter-productive to transparency and the Panel’s duty to hold

the PCC to account on behalf of the public. There was general agreement that the process should be reviewed in six months time.

- The PCC shared a status update on the refurbishment of Yeovil Police Station. It was noted that Police in Taunton were now co-located at Deane House, Somerset . The new station In Bath would be located in local authority offices at Lewis House in Manvers Street, a base for both the enquiry office and the neighbourhood policing team. Heads of Terms had been agreed and the handover would take place in June 2019. It was anticipated that it would be up and running by the end of the year. The PCC thanked the respective Constabulary and Council teams for their efforts in bringing this about.
- The Panel acknowledged the ebb and flow of recruitment but requested additional information on retirements. The PCC stated that this information was not readily available and enquiries would be made with the Constabulary. It was clarified that the decimal percentages in the report reflected adjustments made for part time staff.
- Detection of crime was highlighted as another risk area. The PCC was asked what steps were being taken to develop a detective entry programme. The PCC agreed to come back with more information.
- It was confirmed that the proposal to form a Regional Reducing Reoffending Board which would pull together OPCCs and other stakeholders from across the South West region had been accepted by the 5 PCCs. An initial meeting would be held on 1st March and discussions would include the recent change in SW Community Rehabilitation Company provider.
- The Panel sought details of the regional providers that the local Reducing Reoffending Board was seeking to engage with as part of the board's accommodation workstream.
- It was noted that 6 PCCs had taken on responsibilities for local fire governance. The PCC confirmed that a business case was not an immediate prospect given boundaries in the force area were not coterminous. Fire Authority Governance would remain a standing item in the PCC's report.

8/9. Scrutiny of the Draft Refreshed Police and Crime Plan and Performance Framework

The report was introduced by Karin Takel, Strategic Planning and Performance Officer.

It was noted that the Plan had been developed in consultation with the Chief Constable and the Strategic Plan Working Group comprising representatives of the OPCC, Constabulary, the Panel's nominated representative Asher Craig, and other partner agencies.

To accompany the report, the Panel received a detailed assurance presentation on the Plan focussing on:-

- Activity – Problem-solving, cultural awareness training, commissioning of support services, investigation of crime and multi-agency disruption of Organised Crime activity
- Objectives – the PCC's 4 strategic priorities supported by objectives for each work area
Intended outcomes - Vulnerable people and victims are protected and supported, offenders are brought to justice and trust is built
- The current and future Assurance framework – 3 tiers of assurance against the plan to ensure responsibility and accountability. A central assurance framework providing assurance across the piste monitored by HMICFRS and the Joint Audit Committee.

- Challenge and Problem solving – opportunity for Panel insight and the development of the Police and Crime Needs Assessment (PCNA) and the Plan’s priorities. 50 pieces of literature were assessed to identify key themes relating to Police and Crime.
- Short Term and Long Term Measures – early intervention initiatives, ASB problem-solving and disruption of OCG activity. The Panel sought clarification on the performance measures in place to ensure activities were working as intended. The Panel was advised that a new measure round problem-solving would measure speed and establish if it was decreasing over the period of the initiative. Work with schools would be carefully monitored to assess the impact on knife crime. The Panel emphasised the importance of tracking and auditing interventions. Assurances were given that risk management and progress on positive outcomes were regarded as high-level priorities.
- Predictive analytics as a tool was in its early stages and involved the analysis of data sourced from public sector bodies to improve services, inform strategic planning and optimise resource allocation. By monitoring calls to the Police, it would establish how much time was available to individual teams.
- The Panel was advised that reports of shoplifting had increased. It was emphasised that qualitative reports were generally more useful than statistics. Demand generally was being managed proactively, enabling the Constabulary to get ahead of any issues. The PCC informed the Panel that ASC had the largest number of neighbourhood officers per head of population and passivity was not an option.
- The Panel highlighted the importance of organisational learning to increase knowledge, competence and performance levels on an ongoing basis. The PCC was asked how learning was captured and how the Chief Constable used the information to promote continuous improvement. The Panel was advised that the Constabulary was making use of Quest and Dragons Den style workshops to explore and identify solutions to challenging issues.
- The refreshed plan places a greater emphasis on partnership working.
- Attention was drawn to the draft Performance Framework for Operation Remedy which aimed to support the achievement of the following 5 outcomes:-
 - People are safe
 - Vulnerable people and victims are protected and supported
 - Offenders are brought to justice
 - People trust the police
 - People feel safe

Activities were in the process of being developed and the impact of Operation Remedy would be carefully measured. The point was made that in some cases a gradual improvement/decline might be an acceptable position.

Where initiatives were taking place, for example in a community concerned about knife crime, the Constabulary would be expected to measure the perceived safety before the initiative and after. An increased feeling of safety would be the Operation Remedy benefit

and this would contribute to the overall outcome of seeking to make people feel safe at the force-wide Plan level.

The Panel emphasised the importance of translating assurance information to residents in a way that it could be understood – a simple set of thematic priorities, to enable the public to judge if the work underway was value for money and the situation was improving. It was suggested that communicating the specific work on knife crime and the multi-agency preventative approach that had been adopted was a feasible way of keeping the public informed.

- The PCC stated that there had been a 53% increase in knife crime across Avon and Somerset. Serious Violence Boards had been created across every Local Authority. It was emphasised that addressing this challenge was not solely a Police problem.
- The PCC provided clarification of a reference to rural crime - “a borderless approach to policing in Response has been adopted”. It was noted that this approach had been introduced a year ago and would test if rural crime response targets were being met. It was confirmed that all areas had reported increased capacity since the model was implemented with the exception of a very small decrease in South Bristol. It had been agreed with the Chief Constable that it would be prudent to wait for another month to establish if this was a trend and if action was needed.
- Fraud spotlight (page 63) - the PCC was asked if she was satisfied that the Economic Crime Team was sufficiently resourced. The PCC stated that additional resources had been allocated and highlighted the Vulnerable Victims of Fraud unit which was able to provide support and advice around preventative measures to protect victims and safeguard them from being targeted in the future.

The Panel invited the PCC to expand on the key objective “through recruitment and development of its people, optimisation of technology and adoption of agile ways of working, the Constabulary will develop its capability to deliver the Police and Crime Plan.” It was clarified that this meant optimising what the force already had - for example using body worn cameras as evidence. The PCC stated that the Constabulary was undertaking a cultural and organisational change with a focus on increased reporting. Tangible improvements were anticipated over time and expectations had been made clear.

- It was agreed that the officer support to Wiltshire Police following the major incident in Salisbury last year should be included at “Police Force boundaries ...”
- The PCC was asked if the current performance framework would include comparison of data/ direction of travel from other forces. It was explained that this information was not as readily available as it used to be but that national benchmarking had been included where possible. The point was made that not all forces measure in the same way making comparative data less valuable. Attention was drawn to the qualitative assessments and general performance monitoring conducted by HMICFRS across a range of areas. The presentation today intended to build on this and other national benchmarks came from other areas such as public surveys.

- The PCC stated that a large number of stakeholders were involved in the PCNA work and the workshop which took place in December 2018 to develop the plan. The Panel was given assurances that engagement on the plan and its development was being given more attention than ever before. Councillor Craig reported that a range of services at the workshop had undertaken a detailed assessment of the draft plan.
- The Panel asked what indicators were being relied upon to improve outcomes and to ensure the correct judgement was being applied. It was reported that the OPCC sets the strategic direction and the Chief Constable sets out how this will be delivered with his teams". Specific searches could be carried out using the Police and Crime Qlik App, linked to priorities. It was suggested that the Qlik Sense investment had been useful and a step change and more scientific approach was expected when the performance information embeds. It was also noted that more information was available to the Area Commanders to shape aspirations.

10. Link Member Reports

Victims Recommissioning Board

Councillor Willis introduced the second report on the recommissioning process which was now complete. It was noted that the Victim Services tender window closed in October and the OPCC had subsequently worked with evaluation panels with a range of expertise, including Victim representatives to score and assess the bids. Contracts had been awarded to the successful bids and the new services would take effect from 1st April 2019. Particular attention was drawn to the strength of the Equality Impact Assessment work which ensured that the process was fair to all. Councillor Willis felt that her role provided valuable oversight of the work undertaken by the OPCC. She was thanked for her input across the protracted schedule of Board meetings and for the positive introductions to CCG officers.

Business Crime

Andrew Sharman introduced his latest Business Crime Report.

The Business Crime Forum (bringing together the OPCC, Constabulary, Business Crime Reduction Partnerships, and Business Representative Bodies such as the Federation of Small Businesses and the Association of Convenience Stores) met on 15th February 2019 and was well attended. It was noted that the response to the effectiveness of Operation Heron, the Constabulary's approach to business crime, was not positive. The Constabulary had undertaken work to begin to address the concerns raised with Superintendent Andy Bennett leading on this. It was emphasised that the business community needed to know that it was worth engaging in this area of work.

The Panel was updated on continuing crime and disorder issues, the adverse impact of the closure of Somerset Businesses Against Crime and the decision by ASC and Sedgemoor to introduce a new scheme in the Somerset West area. It was noted that Spotlight Review Task and Finish Group had been set up to look into the issues and to propose recommendations to try and resolve the difficulties being experienced by the community. Andrew Sharman confirmed that he would pass the recommendations to the OPCC.

Attention was drawn to the following recommendations from the Panel contained in the report:-

1. That this report is noted.
2. That the Panel requests the PCC and Chief Constable directly contact the business community in Taunton and Bridgwater to hear first hand their issues and to support them in rebuilding their confidence in policing.
3. That the anticipated benefits of Operation Remedy are clearly communicated to the business community as if it is successful it should have positive outcomes for businesses.
4. That Business Crime outcomes and business community satisfaction are considered for inclusion in the Operation Remedy Key Performance Indicators.
5. That the PCC continues to look at business crime matters and work with partners to identify opportunities to bolster communities in working together to prevent business crime.
6. That the PCC challenges the Chief Constable to ensure that the Business Crime Strategy is delivered, particularly around addressing those highlighted issues concerning Operation Heron.

Andrew Sharman highlighted the importance of monitoring business crime outcomes and using the satisfaction of the business community as a performance measure tooling.

The PCC stated that funding had been allocated to a Safer Sedgemoor/Taunton Deane to assist with a surveillance initiative.

11. Standing Complaints Report

The Panel considered and noted a report of the Chief Executive (OPCC) providing an oversight of all complaints made against the Commissioner.

It was confirmed that the Complaints Sub-Group would meet with the PCC on 22nd March 2019 to discuss the complaints relating to Lloyds Bank.

12. Work Programme Report

The Panel noted the Work Programme.

It was confirmed that an end of year review meeting would take place before the AGM to review the work undertaken by the Panel over the past year and to discuss possible business for next year.

13. Date of next Meeting

- Wednesday 26th June 2019 at 10.30am (AGM, Venue TBC)

(The meeting ended at 1.00pm)

Chair