

Avon & Somerset Police and Crime Panel



Wednesday 11 December 2019

10.30 am (10am pre-meeting for members) John Meikle Room, Somerset West and Taunton Council, The Deane House, Belvedere Road, TA1 1HE

To: The Members of the Avon & Somerset Police and Crime Panel

Bath & North East Somerset - Alastair Singleton

Bath & North East Somerset - Andy Wait

Bristol City Council - Asher Craig

Bristol City Council - Afzal Shah

Bristol City Council - Peter Abraham

Independent Member - Richard Brown

Independent Member - Joseph Mullis

Independent Member - Andrew Sharman

Independent Member - Vacancy

Mendip District Council - Heather Shearer

North Somerset Council - Roz Willis

North Somerset Council - Richard Westwood

Sedgemoor District Council - Janet Keen

Somerset County Council - Josh Williams

South Gloucestershire Council - Pat Trull

South Gloucestershire Council - Franklin Owusi-Antwi

South Somerset District Council - Neil Bloomfield

Somerset West and Taunton - Council Chris BoothAshton (Chairman), Beath, Bown, Craig, Craig, Dowding, Drew, Goddard, Mullis, Parham, Sharman, Shelford, Wale (Vice-Chair), Warmington, Weston, Cllr J Williams and Willis

Issued By Scott Wooldridge, Strategic Manager - Governance and Democratic Services - 3 December 2019

For further information about the meeting, please contact Patricia Jones, Democratic Services, Somerset County Council or Tel: 01823 357628 Email: PLJones@somerset.gov.uk

Guidance about procedures at the meeting follows the printed agenda.

This meeting will be open to the public and press, subject to the passing of any resolution under Section 100A (4) of the Local Government Act 1972.

This agenda and the attached reports and background papers are available on request prior to the meeting in large print, Braille, audio tape & disc and can be translated into different languages. They can also be accessed via the council's website on www.somerset.gov.uk/agendasandpapers



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AGENDA

Item Avon & Somerset Police and Crime Panel - 10.30 am Wednesday 11 December 2019

**** Public Guidance notes contained in agenda annexe ****

1 **Apologies for Absence**

2 **Membership**

To note the Independent Member Vacancy.

3 **Public Question Time**

Statements or questions should be e-mailed to PLJones@somerset.gov.uk, or sent to the Democratic Services Team, County Hall Taunton TA1 4DY (marked for the attention of Patricia Jones). Statements must be received no later than 12.00 noon on Tuesday 10th December 2019. Questions must be received no later than 5 clear working days before the meeting - 5pm on 5th December 2019.

4 **Declarations of Interest**

The Statutory Register of Member's Interests can be inspected by contacting Patricia Jones in the Democratic Services Team on Tel: 07855 284506 or PLjones@somerset.gov.uk.

5 **Minutes from the meeting held on 8th October 2019** (Pages 7 - 20)

To confirm as a correct record.

6 **Chairman's Business**

7 **Commissioner's Update** (Pages 21 - 32)

8 **Avon and Somerset Police and Crime Performance Summary** (Pages 33 - 44)

9 **Complaints Sub-Group** (Pages 45 - 48)

10 **Standing Complaints Report** (Pages 49 - 52)

11 **Work Programme** (Pages 53 - 56)

12 **Video Presentation - work undertaken by the Regional Organised Crime Unit**

Video has been made available across the South West to show at their respective Police and Crime Panel meetings. Created by the SW Regional Organised Crime Unit, it shows highlights of their work during 2018/19.

Item Avon & Somerset Police and Crime Panel - 10.30 am Wednesday 11 December 2019

13 **Date of Next Meeting**

4th February 2020.

Avon & Somerset Police and Crime Panel

Public Information Sheet

Inspection of Papers/Register of Member Interests

You can find papers for all our meetings on our website at www.somerset.gov.uk

Please contact Patricia Jones, Senior Democratic Services Officer on telephone: 01823 357628 if you wish to inspect the papers or the Statutory Register of Member's Interests.

Public Question Time

Members of the public may make a written statement to most meetings, provided that:

- the statement is received by the Democratic Services Team no later than **12.00 noon on the working day before the meeting;** and
- the statement is about a matter the Panel has responsibility for.

Statements should be e-mailed to PLJones@somerset.gov.uk or sent to Somerset County Council, Democratic Services Team, County Hall, Taunton, TA1 4DY.

Any statement submitted should be no longer than one side of A4 paper. For copyright reasons, we are unable to reproduce or publish newspaper or magazine articles that may be attached to statements.

By participating in Public Question Time business, we will assume that you have consented to your name and the details of your submission being recorded in the papers circulated to the committee. This information will also be made available at the meeting to which it relates and placed in the official minute book as a public record.

We will try to remove personal information such as contact details. However, because of time constraints we cannot guarantee this, and you may therefore wish to consider if your statement contains information that you would prefer not to be in the public domain. Statements will not be posted on the council's website.

Process during the meeting:

- Public Question Time is normally one of the first items on the agenda. If a statement concerns a specific item on the agenda, it may be taken just before the item concerned.
- The Chair will call each submission in turn. When you are invited to speak, please make sure that your presentation focuses on the key issues that you would like Members to consider. This will have the greatest impact.
- You may direct any questions or comments through the Chairman. You may not take direct part in the debate.
- Your time allocation may have to be strictly limited if there are a lot of submissions before the meeting.
- You do not have to speak or even attend the meeting at which your submission is being taken. However, if you do not present it, then it will not be read out. It will nevertheless be noted by Members.

Emergency Evacuation Procedure

In the event of a fire alarm sounding, you are requested to leave the building via the nearest available signposted emergency exit and make your way to one of the assembly points around the building. Officers and councillors will be on hand to assist.

Excluding the Press and Public

Occasionally, there will be items on the agenda that cannot be debated in public for legal reasons and these will be highlighted on the agenda as appropriate. In these circumstances, the public and press will be asked to leave the room and the Panel will go into Private Session.

Recording of Meetings

Somerset County Council supports the principles of openness and transparency. It allows filming, recording and taking photographs at its meetings that are open to the public providing it is done in a non-disruptive manner. Members of the public may use Facebook and Twitter or other forms of social media to report on proceedings and a designated area will be provided for anyone who wishing to film part or all of the proceedings. No filming or recording will take place when the press and public are excluded for that part of the meeting. As a matter of courtesy to the public, anyone wishing to film or record proceedings is asked to provide reasonable notice to the clerk so that the Chairman can inform those present at the start of the meeting.

We would ask that, as far as possible, members of the public are not filmed unless they are playing an active role such as speaking within a meeting and there may be occasions when speaking members of the public request not to be filmed.

AVON & SOMERSET POLICE AND CRIME PANEL

Minutes of a Meeting of the Avon & Somerset Police and Crime Panel held in the John Meikle Room, Somerset West and Taunton Deane Council, The Deane House, Belvedere Road, TA1 1HE, on Tuesday 8 October 2019 at 10.30 am

Present: Richard Brown (Independent Member), Chris Booth (Somerset West and Taunton Council), Janet Keen (Sedgemoor District Council), Joseph Mullis (Independent Member) Andrew Sharman (Independent Member), Heather Shearer (Mendip District Council), Alistair Singleton (Bath and North East Somerset Council), Clare Torrible (Independent Member), Andrew Wait (Bath and North East Somerset Council), Afzal Shah (Bristol City Council) Richard Westwood (North Somerset Council), Pat Trull (South Gloucestershire Council), Peter Abraham (Bristol City Council)

Other Members present: N/A

Officers Present: Sue Mountstevens (Police and Crime Commissioner), John Smith (Chief Executive Officer), Joanna Coulon (Criminal Justice and Commissioning Officer), Jamie Jackson (Strategic Manager – Democratic Services) and Andrew Randell (Senior Democratic Services Officer)

Apologies for absence: Asher Craig (Bristol City Council), Franklin Owusu-Antwi (South Gloucestershire Council), Roz Willis, Neil Bloomfield (South Somerset District Council), Josh Williams (Somerset County Council)

1 Apologies

As above.

2 Public Question Time

There were no public questions

3 Declarations of Interest

There were no declarations of interest.

4. Minutes of the meeting held on 26th June 2019

The Panel agreed the minutes and the Chairman signed the minutes of the meeting held on 26 June as a correct record of the proceedings. The Actions from the previous meeting were considered and the outstanding actions noted.

5 Matters Arising

There were no matters arising.

6 Chairman's Business

The Chairman announced that there would be budget training scheduled at 12:30 following the meeting.

7 **Commissioner's Update Report**

The commissioner presented the update which set out the Performance Report and Pension Information and also included the Serious Violence letter to stakeholders and Behavioural Insights Team report:-

The report provided an update for Panel Members on key activities since the previous Panel meeting on 26 June 2019. The report reflected the position at 25 September 2019.

The Police and Crime Needs Assessment had been drafted, feedback gathered would be finalised in the next couple of weeks. This would be one of the key documents provided to any candidates who declared they would be standing in the upcoming PCC elections.

The design of the joint performance framework was agreed at September Police and Crime Board (PCB). It was recognised that the framework agreed was primarily to improve reporting for the Constabulary and increased understanding and oversight by this office. It would form an important part of the risk management process of both organisations.

For these reasons the decision was made that a separate performance report would be produced for the Panel and this report would also be published for the public view. The reporting will be done quarterly in line with the financial year and the reports would be produced by the end of the first month of the next quarter. This meant the reports would be available by the end of the following months:

- Quarter 1 - July
- Quarter 2 - October
- Quarter 3 - January
- Quarter 4 - April

Annex A set out a draft of what the quarterly report could look like with a handful of examples of data to demonstrate this. The introductory section also explained more about the actual framework itself. Feedback from the Panel was welcome on this and the overall content and presentation would be developed as feedback is received from different sources.

The Independent Residents' Panel (IRP) scrutinised completed cases of complaints - made by members of the public against Avon and Somerset Police – and their last meeting was on 5th September 2019. This session focused on complaints most recently closed and 'mistaken identity'. This was as part of an action set by the Constabulary to review their approach to complaint cases where the complainant had been mistaken by Police as somebody else. Due to attendance issues only 14 complaints were reviewed including 3 for mistaken identity. The Panel also reviewed complaints that have been informally resolved by the 'Early Intervention' timely process. During August 2019 the total number of successfully completed informally resolved (logged, early intervention) complaints was 43 (compared to 65 in July 2019). There were 69 formally recorded complaints (compared to 102 in July 2019). The total number of complaints recorded from 1 September 2018 to 1 September 2019 is 909.

This compared to 880 during the same time period the previous financial year. The Panel members' feedback included recognition of significant improvement over the year in the recording of case information and material as well as efficiency. The Panel would focus on producing their annual report and were considering amending their quarterly report to a more user friendly format to encourage footfall and promote the work of the Panel.

Ministry of Justice Consultation – Revised Victims Code of Practice

The Ministry of Justice is consulting on a revised Victims Code of Practice. Consultation is centred on a number of key themes:

- Information and communication - Victims have told MOJ that timely and accurate information and communication are key to meeting their needs.
- Victims' voice - Victims want to be listened to and their views and needs taken seriously.
- Support - The support for victims should always be of a consistently high quality and accessible to them all.
- Specialist support - Recognition that many victims need access to specialised support.
- Accountability - Victims should be confident that they will receive the services to which they are entitled and have redress if this does not happen.

Responses will inform a second round of consultation on detailed content within a revised version of the Victims Code which is due to take place later in the year. A local response has been submitted, coordinated by the OPCC in consultation with the Victims Governance Sub-Group.

The OPCC continues to lead a number of key pieces of work to support the delivery of the government's Serious Violence Strategy. For an update on a range of pieces of work the appended letter to Stakeholders dated 13 August 2019 along with the final Behavioural Insights Team report, was attached as Annex B and C.

A key part of this work was the funding awarded to the PCC to establish Violence Reduction Units (VRUs). 18 PCCs were invited to put forward for VRUs and the Avon and Somerset PCC decided to allocate VRU funding across the five local authority areas within Avon and Somerset to account for the different levels and nature of serious violence in each area as well as crucially, broader opportunities for prevention and early intervention. Recognising the transient nature of offending and victimisation the PCC would require bordering areas to work together where there is intelligence to suggest that this is required. Allocations had been based on a) Population and b) Recorded Serious Violent Crime (March 2018 – March 2019), and were set out below:

Area	%	Funding
Bath and North East Somerset	10%	£114,884
Bristol	37%	£424,389
North Somerset	12%	£143,582
Somerset	31%	£362,225
South Gloucestershire	10%	£114,920

AVON AND SOMERSET	100%	£1,160,000
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This localised approach had been informed by the findings from the report by BIT. It also supported a public health model by being informed by local need and supporting prevention and early intervention opportunities.

An Avon & Somerset Violence Reduction Strategic Governance Group had been established, and were responsible for:

- Giving strategic direction for the development of the Avon and Somerset VRUs, avoiding duplication with other work streams;
- Providing coordination across VRU activity where required;
- Ensuring that the VRUs follow a public health approach;
- Overseeing performance and delivery of VRUs;
- Ensuring that delivery is informed by Behavioural Insights Team (BIT) Report on Serious Violence in Avon and Somerset;
- Ensuring compliance with Home Office reporting requirements;
- Seeking to understand and resolve issues that require force-wide resolution or are strategic systems change / infrastructure issues e.g. data/intelligence sharing arrangements/agreements - the group will assist to allow for effective local delivery.

Membership of the group was set out and included:-

- Representatives from the Office of PCC
- Assistant Chief Constable (Local Policing)
- Public Health England South West
- Education
- Clinical Commissioning Group
- Representatives from the 5 Violence Reduction Units.

The first meeting of the Avon and Somerset Violence Reduction Strategic Governance Group took place on the 10 September 2019. Key deliverables for year one of the Violence Reduction Unit are local problem profiles and response strategies. A number of other priorities were also agreed including engagement with health colleagues to facilitate the effective sharing of multi-agency data. It has been agreed that Leaders of Councils will be invited to the next meeting to be arranged for January 2020.

The government announced the continuation of the overall Serious Violence Fund from which VRU funding is allocated in the recent budget announcement, however the detail of how this will be used from April 2020 had not yet been communicated by the Home Office. The OPCC would be lobbying for early notice of continued funding to capitalise on the work already underway in Avon and Somerset to tackle and prevent serious violence. The PCC would be hosting a visit by the Head of the Serious Violence Priority Projects Team at the

Home Office on the 22 October and will be raising the importance of continued funding at this meeting as well as showcasing work already delivered by VRUs.

Local Violence Reduction Units

A range of local stakeholders were selected according to Home Office guidance, local priorities and arrangements would come together to oversee local delivery. In the main, local proposals from the five areas consist of coordination, delivery of the year one priorities (problem profile and response strategy) and a range of interventions. Leads for the five VRUs were set out and could be contacted by Members for more detail on local delivery:

Standing Updates:

Fire Governance: There had been ongoing discussions between Avon Fire and Rescue Service and the Constabulary about estates and fleet; a joint meeting including the PCC and the Chief Constable was held with Avon Fire and South West Ambulance during the summer.

Estates: An update was circulated to Members in advance of the meeting.

Recruitment Update: At the request of Panel Members, an update on police officer and PCSO numbers would be provided as a standing item through the coming year, using 1 April 2018 as the baseline. The position as at 31 August 2019 was:

Staff Group	FTE as at Apr-18	FTE as at Aug-2019
Police Officers	2,593.63	2,632.09
PCSOs	331.44	328.2

PCC Election 2020: The OPCC has commenced preparatory work for the PCC Election in May 2020. The Election Planning Board, chaired by the OPCC Chief Financial Officer, met for the first time on 12 August 2019. Progress to date was set out:

- Work Plan developed and signed off;
- Bath & NE Somerset Council will take on the role of Police Area Returning Officer;
- Work was underway to develop the Election OPCC Microsite, which will host briefings, responses for information requested by candidates through the FOI process, and information on the election;
- Introductory meetings will be arranged for candidates as they are announced. To date, introductory meetings have been held with the prospective Conservative candidate.

At the request of the PCP Chair, a briefing setting out arrangements in relation to police pensions and the position with regard to reviews of Injury on Duty Awards was attached at Annex D.

In light of the Government Spending Review and the timing of announcements, the PCP Budget Briefing, provided by the OPCC Chief Finance Officer, has been brought forward and will take place immediately following this Panel meeting.

Over the summer, the Government announced its intention to provide funding in order to enable the recruitment of 20,000 additional police officers over the next 3 years. A national programme had been set up by the Association of Police and Crime Commissioners and the National Police Chiefs Council working with the Home Office. The CPC and Chief Constable also set up a local programme to respond to Operation Uplift and the Constabulary was confident that it could respond to the proposals. There had been no announcement of a specific allocation of officers to Avon and Somerset yet.

Police officer pensions were a defined benefit scheme that was not asset backed. The liability was ultimately funded by UK taxpayers.

The PCC administered police pensions for Avon & Somerset, collected and paid contributions and re-claimed the net cost of these pensions from central government via a taxpayer funded (not asset backed) annual "Top Up" Grant.

The police officer contributions range from 11% to 15% (depending on pay scale and their start date). Employer contributions have just been increased in 2019/20 from 24% to 31%.

In 2018/19 the PCC paid £95 million as police pension benefits to retired officers, paid and collected £36.5 million contributions and received a Top Up Grant of £58.5 million in July.

Local Government Pension Scheme (LGPS) for police and OPCC staff and PCSOs

The pension scheme for PCSOs and police staff is asset backed and, run by the Somerset Local Government pension Scheme (LGPS).

This is a defined benefit scheme based on the average/ final salary of the retiring staff member. There are over 2,700 active members and over 1,600 current pensioners.

This scheme is currently assessed as 80% funded against forecast liabilities and forecast asset values. A new tri-annual actuarial assessment is due later this year.

The PCC is liable for this pension funding deficit. There are £357 million of assets held in the PCC's name in the LGPS scheme.

The PCC contributes to this scheme at rate of 13.2% plus a cash lump sum, currently £2.9m per annum. Employees contribute in a range of 5.8% to 10.5% depending on salary. In total the annual contributions to this scheme in 2019/20 are £12.6m.

Recent rulings over age discrimination, reviews on Injury on Duty Awards, legal claims and Police Medical Appeals Board were detailed further in the report.

The draft performance report was set out in appendix A

A Stakeholder Letter detailing a Serious Violence Update was provided in Appendix B

Developing a Serious Violence Strategy for Avon and Somerset report was set out in Appendix C.

An update on Police pensions was detailed in Appendix D.

Debate

- There had been an increase in knife crime in Avon and Somerset, this included an increase with the younger demographic of the population.
- The creation of Violence reduction units who liaised with the CCG, Education and Public Health England.
- Sharing and transferring of anonymised information with Accident and Emergency was encouraged to address the high risk areas so that funding could be distributed accordingly when aware of risk areas.
- Levels of violent crime and occurrences per population was looked at as part of performance reporting.
- The Chief Executive would provide estimated costs in relation to legal claims
- A report on the process and cost in relation to Injury incurred on duty was considered, the annual cost was deemed to be high with comparison to Devon & Cornwall.
- Brexit Planning was underway and reports were received on a regular basis.
- A potential risk around the Brexit process was that of civil unrest and the potential requirement of mutual aid. The feeling from central government was that military presence on the streets was a last resort in this scenario.
- The impact on projects such as Hinkley with EU workers was a consideration, current numbers were around 4,800 with this set to increase over 6000 within 18 months.
- Those registered to work would still continue with their employment.
- Pathways to reduce reoffending was a focus with inadequate accommodation being a major focus. A report had been released indicating 1 in 7 young people released from prison could not find adequate accommodation. The position with adult offenders is worse, with 40-50% offenders released from HMP Horfield without accommodation. Opportunities through the Homelessness Reduction Act are being explored and discussions are taking place with the prison to address the key blockage at lack of notice provided by the prison to the Local Authority prior to release.

- The commission review encouraged close working with local authorities, with a greater partnership approach to encourage contribution, influence and responsibility.
- Performance diagnostics were considered, an update on developing measures which can be updated to make informed decisions on the budget was encouraged. The Panel welcomed the new format of the performance report and invited the OPCC performance officer to attend the next meeting.
- Concerns were expressed over staff morale at the Lighthouse Safeguarding Unit and its staffing levels. These were considered under resourced. This issue remains under close view by the Commissioner.
- Through the use of Violence Reduction Units, each individual had an action plan to prevent violent crime reoffending.
- PCSO's were working with schools and individuals.
- Public Health England were engaged in working with Violence Reduction Units in trying to find a resolution.
- The value of information sharing across agencies was discussed. Panel Members requested an update on the Constabulary Data Analytics programme, in particular work in partnership with Local Authorities and undertook to support and challenge their councils.
- Panel Members welcomed the Op Remedy performance report showing strong improvement and gave positive feedback from their visits out and about with officers observing Op Remedy. Panel Members were encouraged to participate in future opportunities.

The Panel noted the update.

Link Member Reports - Agenda Item 8

The update was presented by Andy Sharman

The role provided oversight of the work undertaken by the OPCC to ensure that objectives in the Police and Crime Plan were delivered. An update provided to the report presented to 12th March meeting was detailed:-

- Weston Business Crime Reduction Initiative has successfully undergone their National Standards accreditation making them the second scheme in the service area to have attained the new standard.
- The Bristol City Centre BIDs Business Crime Reduction Partnership was all but live, already it was showing the benefits of partnership working between police and businesses with some good results.
- Op. Heron review had seen some improvements incorporated and trialled. Results so far were looking positive.
- Online reporting system showed continued inputs from businesses.
- The next Business Crime Forum was scheduled in November. The most recent one saw strong engagement and a number of actions to support the shared aims of partnership working in this area.

Debate

- Repeat offenders were actively monitored to ensure there was a deterrent to prevent repeat offending.
- The panel commended the progress made on the report

The Panel noted the report.

9 **Complaints Sub-Committee Report - Agenda Item 9**

The Panel was responsible for handling non-criminal complaints against the Commissioner and criminal complaints and conduct matters that are referred back to the Panel by the Independent Office for Police Complaints (IOPC). Arrangements for the Panel's role in complaints handling are set out in Part 4 of the Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012 and accompanying Home Office Guidance and The Panel's Complaint's Protocol (revised in May 2018) was attached for information at Appendix A to the report and available on the Panel's website.

In 2012, the Panel delegated the initial consideration and resolution of complaints to the Chief Executive and Monitoring Officer in the Office of the Police and Crime Commissioner (OPCC). This delegation was provided for in the legislation and an overview of relevant complaints is provided by the OPCC in the form of a monitoring report to each Panel meeting. There was also regular liaison between officers in the period in between meetings. However, the Panel is the final arbiter of complaints against the Commissioner and the protocol sets out the circumstances when a complaint may be escalated to the Panel:

- When the complainant is not satisfied with the OPCC's attempt at resolution - The CEO considered there was an actual or perceived conflict of interest - The IOPC referred a complaint back to the Panel for resolution* - There was a request for a review/escalation of a complaint by a Panel Member *The Panel was not responsible for investigating or determining whether a crime has been committed. Any conduct matter and any serious complaint (a complaint about conduct that constituted or appeared to involve, the commission of a criminal offence) must be reported to the IOPC "without delay and in any case not later than the end of the day after the day it first becomes clear that it is a matter which must be referred."

Between 2012 and 2014 consideration of complaints against the Commissioner was a whole Panel function. However, to provide flexibility, utilise the expertise of members and ensure complaints were dealt with swiftly, the Panel formed a sub-committee to deal with the complaints that were escalated to the Panel. The Terms of Reference agreed at that time were attached as Appendix B.

The Panel is a member-led body and recent experience of complaints suggested that the Panel should appoint a Link Member to lead and maintain an overview on complaints that were escalated to the Panel with advice, guidance and support provided by the Lead Officer. This would also provide a

filter for the less serious complaints and ensure that meetings of the sub-committee were only held when necessary. A meeting with the OPCC had been arranged to consider some changes emerging from the recent experience of the sub-committee and to refresh and align the complaints handling process with the appointment of a Link Member. This work was being taken forward by Clare Torrible, Independent Member, who was a member of the sub-committee and had relevant professional experience of complaints.

The following would form the basis of discussions with the OPCC:- A written context report will be provided when a complaint is referred to the Panel to provide a structured approach to the process. This was agreed at a recent meeting with the OPCC. Email correspondence will inevitably feature as background information to test the commentary in the report against. - The referral should include a copy of OPCC attempt at resolution, an introduction in the report which sets out what is the OPCC's understanding of the substance of the complaint ie. the precise issue that the complainant is aggrieved about, and any relevant commentary and explanation. - Opportunity for dip sampling – this has been in place since 2012 and an appropriate mechanism for how this can work in practice will be discussed at the meeting with the OPCC. - Lead Officer to liaise with the Panel's Link Member in the first instance and subsequently with the complainant. It is proposed that the Link Member will decide if the Complaints Sub-Committee needs to meet to consider the complaint. A decision taken as to whether OPCC has satisfactorily dealt with complaint or if it is necessary to refer back to the OPCC on any additional points – subject to representations from the complainant.

The following were appended to the report:-

Appendix A - The Avon and Somerset Police and Crime Panel Complaints Protocol.

Appendix B – The Complaints Sub-Committee terms of reference.

Debate

- Procedure around complaints over operational issues and procedure were considered.
- Appeals would in future be dealt with by the OPCC. There was anticipation of an increase in complaints to the Panel following any unsuccessful appeals when the appeal function passes to the PCC.

The Panel resolved:-

- a) To re-establish the Complaints Sub-Committee and determine membership until the next set of local authority elections or any changes in the Independent Member membership
- (b) approve the proposed amendments to the current Terms of Reference
- (c) consideration and membership be considered and confirmed at the next Panel meeting.

10 **Standing Complaints Report** - Agenda Item 10

The report provided the panel with oversight of all complaints made against the Avon and Somerset Police and Crime Commissioner, for scrutiny of the initial handling by the Chief Executive of Avon and Somerset Police and Crime Commissioner's Office.

The initial handling, which included categorisation, recording decision making, referral of criminal allegations to the Independent Police Complaints Commission (IPCC), disapplication decision-making, and responding to the complainant in the first instance, had been delegated by the Panel to the Chief Executive in the Office of Avon and Somerset Police and Crime Commissioner, with scrutiny and oversight of all complaints and any escalation for informal resolution, remaining with the Panel.

There were five complaints since the last Police and Crime Panel meeting report against the conduct of the Police and Crime Commissioner ('conduct' including acts, omissions, statements and decisions (whether actual, alleged or inferred)).

There was 1 live complaint against the PCC.

Complaint case 38 remained a live complaint, received on 30th August 2019. An acknowledgement and request for further information was sent on the 12th September 2019 and the Police and Crime Panel were notified.

All complaints to date had Panel oversight, including those solely handled by the PCC's Chief Executive Officer.

All electronic complaint files were available at the PCC's office for viewing by the Panel, if requested. The document retention period was in accordance with the published Record Retention Policy and this was currently eight years.

The Home Office wrote to all Constabularies and Appropriate Authorities on the 30th July 2019 to confirm that they were invoking the 6 month preparation period for the implementation of the new complaints and conduct legislation. The new process would be more customer focused and was designed to be more expedient, transparent and independent with an increased remit of oversight by the OPCCs. The objective of the reform was to make the system less adversarial with learning placed at its heart.

Training has been commissioned by the Home Office for practitioners and the IOPC were also seeking to provide additional training for OPCCs on complaints against Chief Constables. Confirmation of dates were still to be decided but all relevant staff would be attending.

The intention of the final phase of reforms was to deal with the majority of lower level of misconduct outside of the disciplinary process by implementing 'Practice Requires Improvement'. The national view was that a professional readjustment would be required to embrace this approach. This new category would replace Management Action and Management Advice and capture allegations where an officer's conduct could need improvement. The intention was that an officer could be open and reflective, confident that disciplinary

proceedings will not follow, leading to learning and improvement rather than blame.

The PCC elected to take over the Reviews process (formally known as Appeals) which was the mandatory option provided by the Home Office. The OPCC were already embracing the ethos of the new legislation and the Constabulary's Appeals Officer had been seconded to the OPCC in readiness for the enactment of legislation where the role would pass to the OPCC. An action plan had been drafted and the Contacts and Conduct Officer continued to work with Professional Standards and the Appeals Officer to ensure a smooth transition. There were also changes to the Police Appeal Tribunal panel make up in that a 'lay person' would replace the retired officer position as the third wing member. The PCC has also opted to keep any further options under the legislation under review.

The new legislation would go live on the 1st February 2020.

The process in relation to Super Complaints were that only designated organisations had the ability to submit a super complaint managed by HMIC. When super complaints were made they were considered by a panel comprising of the HMIC, IOPC and the College of Policing to agree appropriate action. HMIC would respond to the designated body setting out next steps within an agreed timescale. Avon and Somerset Constabulary did not have a localised policy but reverted to the guidance and timescales specified in the Police Super Complaints Regulations 2018.

A meeting would be scheduled between the OPCC, the Panel Complaints Link Member and the Democratic Services Officer to discuss the Panels expectations and views regarding the handling of complaints and the Reforms

Complaints considered were set out in a summary table in Annex 1

Debate

- 1 complaint was closed pending potential escalation to the Panel, 1 was open (awaiting the end of the 21 days for potential appeal).
- A super complaint had been added to the complaints structure. An example of a super-complaint would be a complaint from a consumer rights organisation about a systemic issue. Avon and Somerset Police were yet to receive one. It was clarified that HMICFRS is responsible for handling 'super complaints'.
- Minor amendments on page 119 were adopted.

The panel noted the report.

11 **Work Programme** - Agenda Item 11

The work programme was noted.

12 **Date of Next Meeting** - Agenda Item 12

The date of the next meeting was 10.30am on 11th December at The Deane House in the John Meikle Room.

(The meeting ended at 12.30 pm)

CHAIRMAN

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AVON AND SOMERSET POLICE AND CRIME PANEL

COMMISSIONER'S UPDATE REPORT

11 DECEMBER 2019

The following briefing provides an update for Panel Members on key activities since the last Panel meeting on 8 October 2019. This report reflects the position at 29 November 2019.

Governance and Scrutiny

Appointment of OPCC Interim Chief Executive Officer

The PCC wrote to the PCP Chair on 15 November to commence a recruitment process for the appointment of an Interim Chief Executive and Monitoring Officer following the resignation of the current Chief Executive. The appointment term will be part-time on a 9 month fixed-term contract in order to provide continuity of advice to the PCC and management of the OPCC team. The interim post will allow for appointment of a substantive Chief Executive Officer following the PCC elections in May 2020. The recruitment process has commenced in accordance with the Police Reform and Social Responsibility Act 2011. It is proposed to hold a selection day on 19 December, incorporating a stakeholder panel session. An invitation has been issued for two members of the PCP to be part of the stakeholder panel. Under the current timetable, it is expected that the PCC will be in a position to inform the PCP of the outcome of the appointment process on 19 December. Arrangements have therefore been put in place to hold a PCP Confirmation Hearing on 8 January 2020, in order to meet statutory time limits.

Police and Crime Needs Assessment

The draft PCNA has been updated to incorporate feedback received from stakeholders. It has been agreed to delay publication of the PCNA pending the outcome of the General Election and the MTFP / budget setting process in order to update finance section. This will be one of the key documents provided to any candidates who declare they are standing in the upcoming PCC elections.

Performance Oversight

A new performance report has been developed to enable the Panel to carry out their role in oversight of performance against the Police and Crime Plan. A draft, containing examples of data, was presented to the Panel at their October meeting inviting comments on the new format. The report will be prepared on a quarterly basis, in line with the financial year, with the reports produced by the end of the first month of the next quarter. This means the reports will be available by the end of the following months:

- Quarter 1 - July
- Quarter 2 - October
- Quarter 3 - January
- Quarter 4 - April

The first full report is attached for Members' consideration. The OPCC Strategic Planning and Performance Officer will attend the meeting to talk through the new report and take questions.

Police and Crime Board

Agendas and minutes of the Police and Crime Board are published at the following link: <https://www.avonandsomerset-pcc.gov.uk/Openness/Reports-and-meetings/Police-and-Crime-Board.aspx>

Key Decisions

The following decisions have been made since the last meeting:

- A&S Violence Reduction Units 2019/20 – Funding Allocation and Approach (6/11/19)
- Williton Police Station Business Case (9/10/19)
- Process Automation (9/10/19)
- Yeovil Police Station Business Case (4/9/19)

Decision notices and accompanying documents are published at the following link:

<https://www.avonandsomerset-pcc.gov.uk/Openness/Decisions.aspx>

OPCC Scrutiny Panels

The following scrutiny panel meetings will take place after the report deadline for this meeting:

- **Out of Court Disposals Scrutiny Panel** – meeting on 4 December to review cases on the theme of assault on police officers. The theme has been selected to support national work led by the A&S Chief Constable to strengthen the response of the criminal justice system to cases involving assault on police officers, and to feed into a review of Sentencing Guidelines.
- **Scrutiny of the Use of Police Powers Panel** – meeting on 28 November to continue the members' independent review of Taser deployments, Spit & Bite Guard use and Stop Search incidents (within 3 themes of under 16s, BAME, and more than jacket, outer garment and gloves being removed). In response to recommendations of the Panels, frontline Officer training on de-escalation now includes the Panel Chair's video input and 5 Panel members are booked to observe a training session.
- **Independent Residents Panel** - meeting on 5 December to review police complaints on the following theme: are the force values of caring and inclusive evident in the way the Professional Standards Department deal with complaints?

Reports of scrutiny panel meetings are published at: <https://www.avonandsomerset-pcc.gov.uk/Openness/Scrutiny>

Independent Custody Visiting Scheme

The Independent Custody Visitors (ICVs) continue with their unannounced visits to the 3 Custody Units once every 4 days, to observe and check on the welfare, rights and entitlements of detainees. This includes the new welfare aspects commencing from 21 August 2019 with new legislation in the Police and Criminal Evidence Act (PACE) Code C. The OPCC is currently recruiting for volunteers to join the ICV scheme for Patchway and

Bridgwater. Further information can be found at the following link: <https://www.avonandsomerset-pcc.gov.uk/Take-Part/ICVs/Apply-to-be-an-ICV.aspx>
Support of Panel Members in circulating this volunteering opportunity through local networks would be gratefully received.

Commissioning and Partnership Working

A&S Criminal Justice Transformation Programme

As Members will recall, the A&S Criminal Justice Transformation Programme was established to deliver recommendations of a Home Office-funded review of the local criminal justice system carried out by the Behavioural Insights Team in 2017. The Programme is led by a Senior Responsible Officer appointed on a 2 year fixed-term basis with partner funding, match funded by the PCC. The SRO term is due to come to an end in December 2019.

The Executive Board met in November to consider progress in delivering priorities for the remainder of the SRO term including work with the Constabulary Data Analytics team to agree data sharing arrangements to enable multi-agency, real-time performance management information to manage demand across the criminal justice journey. The Board also considered proposals for future governance and arrangements to take forward the following programmes of work:

- A 'Back to Basics' programme of work led by the Police and CPS to drive up performance in file quality with a focus on establishing 'what good looks like' and getting it right first time;
- Proposals to improve the criminal justice response to RASSO (Rape and Serious Sexual Offences) cases.

A plan for outstanding workstreams and proposal for future governance arrangements will be considered at the A&S Criminal Justice Board meeting on 3 December.

Victims Governance

VCOP Compliance

As Members will recall, the Ministry of Justice (MoJ) wrote to PCCs on 8 May 2019 setting out requirements for PCC-led monitoring and reporting of local compliance with the Victims Code of Practice. The first dip-sampling session was held on 18 September and findings were submitted to the MoJ in November. A second round of consultation on revisions to the Victims Code of Practice is expected in the new year. A response from the MoJ to feedback submitted from local areas in relation to the dip sampling process is also awaited. The next meeting will take place in late January.

Lammy Review

Desmond Brown was appointed in May as Independent Chair of the Avon & Somerset Lammy Review Sub-Group, established to lead local implementation of the Lammy Review of BAME representation in the criminal justice system. The group is taking forward a programme of work based around the three pillars of fairness, trust and shared responsibility. Work is ongoing to take forward priority work in reviewing data collected by partners to build a clear picture of data currently available and taking forward work to challenge discrepancies, improve recording practice and ensure that local data is consistent

and robust. A presentation on progress will be provided to the Panel as part of the work programme later in the year.

Avon and Somerset Reducing Reoffending – Resolve

Work continues in the Resolve Programme, bringing together key partners to deliver a portfolio of activity to tackle reoffending in Avon and Somerset. The programme is led by a Senior Responsible Officer, jointly funded by partners. Funding has been secured to extend the SRO role for an additional year, to September 2020. This follows a review of the post, approach and progress to date led by the OPCC Chief Financial Officer during the summer. A workshop was held during the summer with strong engagement from partners to identify opportunities to work together in development interventions. Priorities for the coming months include: a review of Integrated Offender Management; exploring opportunities arising from the Homelessness Reduction Act; taking forward recommendation of the Recall to Custody project following completion of the pilot and specific work around female offenders, for which the Commissioner is the regional lead.

Avon and Somerset continues to represent the South West PCCs in national work to develop proposals for the future of probation services, which were announced by the Government in May. The future approach will see the offender management function handled by the National Probation Service, and co-commissioned services tailored to meet local need.

The Regional Reducing Reoffending Board, chaired by the Commissioner, continues to meet and recruitment of a Regional Reducing Reoffending SRO is underway to lead this area of work. As Members will recall, the South West was the first in the country to establish a Regional Reducing Reoffending Board, and progress in developing the regional approach has received strong support from the Ministry of Justice.

Serious Violence

The OPCC and partners continue to prioritise work to introduce Violence Reduction Units (VRUs) across the five local authority areas of Avon and Somerset. Work is progressing well with the focus being on the mobilisation of resources to deliver the year one priorities (the first two of which will be completed by the end of February 2020):

1. Problem Profile / Needs Assessment
2. Response Strategy
3. Interventions

This is alongside work being undertaken by the Constabulary including Op Remedy and the Home Office's Policing Surge funding.

The next meeting of the Strategic VRU chaired by the PCC, will be on the 7 January 2020 and includes Local Authority Leaders. This meeting's priorities are informed by a workplan based on the BIT report (now available [online](#)). Following the first meeting, membership has been expanded to include Probation and Immigration and the Terms of Reference updated for the group to meet quarterly. The group has already prioritised engagement with health on data sharing and work is progressing with a range of partners to make improvements in this

important area. Within the OPCC the initial focus has been on establishing governance arrangements and meeting Home Office reporting and grant agreement requirements.

On the 22 October 2019 the Head of the Head of Serious Violence Priority Projects Unit and team visited Avon and Somerset to learn more about the local VRU model. This included discussions with the PCC and senior representatives from the Constabulary and OPCC. The meeting was an opportunity to demonstrate the value of the devolved model and lobby for clarity on the future funding position. In addition, Somerset and Bristol VRUs presented their work so far which was well received.

Following this visit, PCCs in the 18 VRU areas nationally received a letter from the Minister of State for Crime, Policing and the Fire Service stating 'the Government's intention is to make £35m available in the 20/21 financial year to support Violence Reduction Units' continued operation. Should this process continue as we would intend, each of the 18 areas will be able to apply for VRU funding in 20/21, and in due course, Home Office officials will provide further details of that application process available to [PCCs].' The OPCC is currently considering its approach to any potential funding for 2020/21.

Home Office funding for Child Criminal Exploitation

The ROUTES project funded by the Home Office Early Intervention Youth Fund (until March 2020) is underway and delivering in Bristol and Somerset. As of June 2019 in Bristol they have received 50 referrals since it went live in January (30 open cases in current quarter). In Somerset the project has focused on a smaller cohort in relation to county lines with 20 referrals since inception (14 open cases in the current quarter). Work in Bristol has focused on the Central and East District. This has included both 1:1 therapeutic work but also preventative work with 5 secondary schools. Demand from schools in need for this type of support is growing. ROUTES is also running a Young Men's group developing enterprise opportunities in Bristol, this has been well received by the service users. In Somerset the 16 open cases are receiving 1:1 therapeutic support, where individuals have extracted themselves from gangs they are requiring a high degree of advocacy in terms of being better protected and accommodation options. Preventative work involving psycho-educational sessions in identified schools commenced in September.

The ROUTES service will be participating in a Home Office-hosted event on 5 December to showcase and share best practice. Work is ongoing to explore funding options beyond the current funding period in March 2020.

Mental Health

Significant work has taken place over recent months to attempt to review and remodel the mental health control room triage service, based in the control room at police headquarters. This came after the provider struggled to staff the service and it became apparent it was delivering less over the phone advice to officers and staff than had originally been envisaged. This review will report in December, with the intention being to implement any revised model by the end of the financial year.

Road Safety Funding

Grants of up to £5000 are available from the Road Safety Fund, part of the A&S Police Community Trust. Funding is available for community and voluntary organisations for projects to improve road safety. Further information on the grant criteria and how to apply is attached at **Annex A**. Support from Members in circulating this funding opportunity through their local networks would be welcome.

Standing Updates:

Fire Governance: The PCC, Chief Constable and Chief Fire Officer for Avon Fire and respective officers met with representatives from South West Ambulance Service in July. The purpose of the meeting was to explore emergency services collaboration. Key areas discussed included joint estates opportunities and the potential for Tri Service officers. The Joint Asset Board set up by the West of England Combined Authority was also discussed and it was agreed that there would be a single emergency services representative on that board. It is planned to meet again to follow up on discussions.

Estates: An update will be circulated to Members in advance of the meeting.

Recruitment Update: At the request of Panel Members, an update on police officer and PCSO numbers will be provided as a standing item through the coming year, using 1 April 2018 as the baseline. The position as at 31 October 2019 is as follows:

Staff Group	FTE as at Apr-18	FTE as at end Oct 2019
Police Officers	2,593.63	2,748.28
PCSOs	331.44	350

PCC Election 2020: As reported at the last meeting, the OPCC has commenced preparatory work for the PCC Election in May 2020. Preparations are being overseen by the Election Planning Board, chaired by the OPCC Chief Financial Officer. The current focus of work is development of the Election OPCC Microsite which will host briefings, responses for information requested by candidates through the FOI process and information on the election. Introductory meetings will be arranged for candidates as they are announced.

National Updates

Operation Uplift

As Members will recall, the Government announced its intention to provide funding in order to enable the recruitment of 20,000 additional police officers over the next 3 years. The specific allocation of officers to Avon and Somerset has been announced as 137 by the end of the next financial year (end March 2021). Funding has yet to be received from the Home Office, however work continues to respond to the proposals.

Contact Officer - John Smith, Chief Executive

ROAD SAFETY FUND



DRIVING SAFER COMMUNITIES



APPLY TODAY FOR YOUR ROAD
SAFETY PROJECT AND RECEIVE

UP TO £5,000

WHAT IS THE ROAD SAFETY FUND?

The Road Safety Fund is part of the Police Community Trust and supports community programmes that are tackling road safety. Local people can make a huge difference to local safety by taking action and working with Avon and Somerset Police to ensure all road users are safe and feel safe.

The grant criteria is:

- To support local communities to increase road safety and become safer, better places to live
- To increase improvements in road safety to reduce accidents and casualty figures in Avon and Somerset
- To improve education and training for children, young adults, learners, inexperienced drivers and older drivers
- To improve awareness and educate drivers about non-vehicle road users including horse riders and cyclists
- To reduce the economic and the personal costs of fatalities and serious injuries

This fund is to support community and voluntary organisations who are working hard to keep their roads safe.



Grants will be awarded with the aspiration of equitable coverage across the force area.

Bids must evidence value for money and be realistic and deliverable with any financial dependencies clearly identified. Supporting comments from your local police team or other organisations/ partners are welcomed.

Who can apply?

Community and other local voluntary organisations in the Avon and Somerset police force area.

The grant will not support:

- Individuals
- Expedition or trips
- Replacement of statutory funding or salaries
- Bursaries or scholarships
- Projects outside Avon and Somerset
- Building costs are given a low priority.

GRANTS OF UP TO

£5000

ARE AVAILABLE



WHO ARE THE POLICE COMMUNITY TRUST?

The Avon and Somerset Police Community Trust was formed in 1999 to help local communities in the area become safer, better places to live.

The Trust supports projects and schemes that work towards reducing crime and the fear of crime in communities where we work and live.

Page 30

The Trust distributes several funds in support of community crime prevention and crime reduction initiatives and you can apply for the following grants:

- Police Community Trust General Fund
- Police Community Trust Road

Primary schools can also apply for free hi-viz jackets via the Police Community Trust.

For more information, visit:
www.avonandsomerset.police.uk/pct



APPLY ONLINE

To apply visit: www.avonandsomerset.police.uk/pct

If you require assistance completing your application, please email:

policecommunitytrust@avonandsomerset.police.uk

Deadlines

Applications are welcomed throughout the year with decisions made quarterly.

Decision making progress

Once we receive your application, it will be reviewed to ensure it meets the grant criteria. Applications will then be considered by the Police Community Trust. Trustees' decisions are final.





For more information, visit:
www.avonandsomerset.police.uk/pct
or connect with us



@avonandsomersetpolice



@ASPolice



Avon and Somerset Police and Crime Panel

11th December 2019

Avon and Somerset Police and Crime Performance Summary

July – September 2019

Introduction

The Avon and Somerset Police and crime plan has four priorities and within each of these a number of objectives to deliver in achieving that priority.

- Priority 1 – Protect the most vulnerable from harm
- Priority 2 – Strengthen and improve your local communities
- Priority 3 – Ensure Avon and Somerset Constabulary has the right people, the right capability and the right culture
- Priority 4 – Work together effectively with other police forces and key partners to provide better services to local people

We have also defined what the plan ultimately seeks to achieve which are the following five outcomes:

1. People are safe
2. Vulnerable people/victims are protected and supported
3. Offenders are brought to justice
4. People trust the police
5. People feel safe

This performance report seeks to provide a picture of performance against the Police and Crime Plan and will be reported on a quarterly basis. The report examines a wide array of differing measures that have been put into two categories.

Success Measures

These are measures whereby looking at the data alone will indicate how well the Constabulary or other service are performing. This will consider both the snapshot of performance during the quarter in conjunction with the trend over a longer period of time. These two factors together will be translated into a three tier performance grading based on defined ranges of expected performance:

Exceeds expectations – performance exceeds the top of the range and does not have a negative trend.

Meets expectations – performance is within the range and does not have a negative trend or is above the range but has a negative trend.

Below expectations – performance is below the bottom of the range or is within the range but shows a negative trend.

The report will highlight when the grading has changed from the previous quarter.

The performance ranges will be reviewed on an annual basis or as required if there are other significant changes in processes. This is to ensure these ranges remain current and continue to provide meaningful insight.

Diagnostic Measures

These are measures where conclusions cannot be drawn from simply looking at the data and need further analysis to try and understand if any change is good or bad. An example may be numbers of recorded crimes. If this was to increase, on the face of it, it looks bad i.e. more crime being committed. However this increase could be attributable to better internal crime recording or an increase in the public confidence to report crime where they were not previously: both of which would actually be a success.

The individual measures are aligned to an outcome or outcomes rather than any particular objective within the plan because objectives, and even priorities, cannot be delivered or reported on in isolation.

Dashboards

There are about 150 separate measures that form the basis of the performance framework. These measures are spread across a number of dashboards:

- Central
- Victims
- Legitimacy
- Criminal Justice (to be developed)
- Op Remedy – this is the Constabulary operation to tackle knife crime, burglary and drug crime that was made possible through extra raised by increasing the precept and started in April 2019.

The central dashboard contains a variety of the most important measures whereas the others contain a suite of measure that all relate to that theme. It is only the central dashboard which will be reported in full in every version of this report. The other dashboards will be reported as a single aggregate measure (average performance of all the measures within it) or as a graded judgement (Op Remedy contains more than numerical measures). However individual measures, within the supplementary dashboards, will reported on by exception.

Like all aspects of delivery this report itself seeks to continuously improve so additional measures will be included as relevant data is identified, gathered and made available.

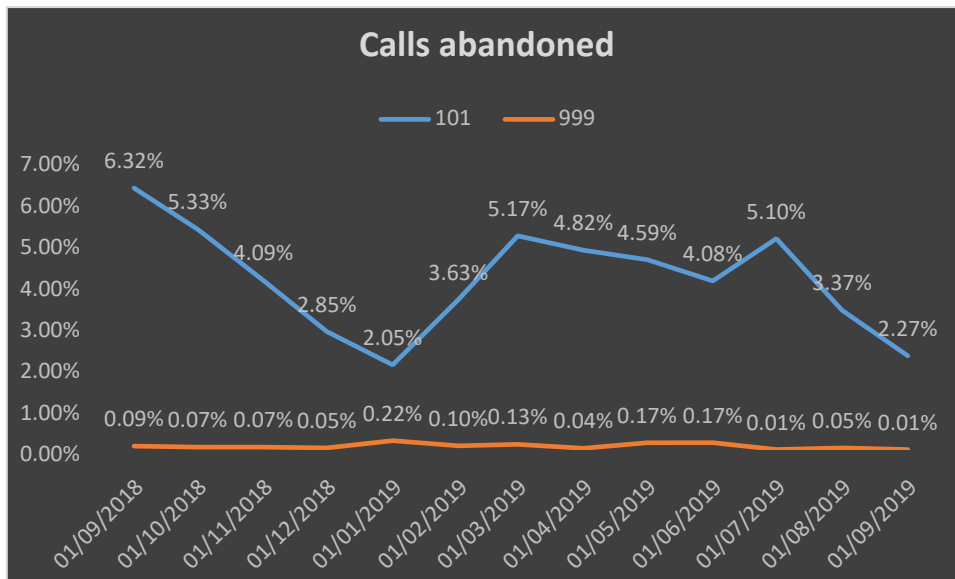
Appendix 1 explains some of the below measures which are not obvious by their description as to what they are.

Performance by outcome

People are safe

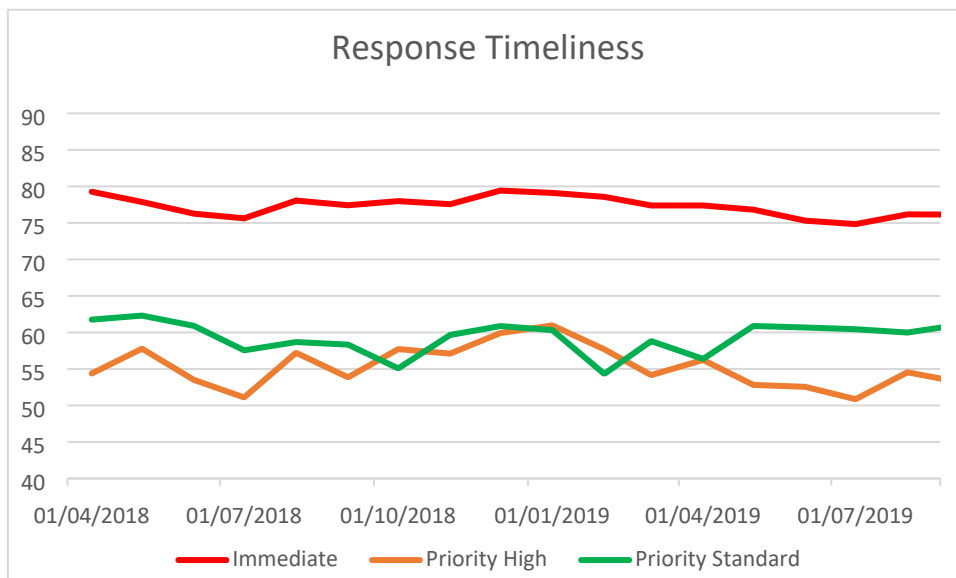
Measure	Current performance	Trend	Grading
999 abandonment rate % of all calls	<0.1%	Stable	Exceeds expectations
101 abandonment rate % of all calls	3.63%	Stable	Meets expectations
Timeliness of attendance of calls graded as Immediate % attended within SLA	75.68	Moderate downward trend	Below expectations
Timeliness of attendance of calls graded as Priority High % attended within SLA	52.9	Moderate downward trend	Below expectations
Timeliness of attendance of calls graded as Priority Standard % attended within SLA	60.44	Stable	Meets expectations
Number of people killed or seriously injured in road traffic collisions	20	Stable	N/A
Numbers of recorded crimes	36304	Stable	<i>Diagnostic</i>
Demand Complexity	323079	Stable	<i>Diagnostic</i>
Victimisation Rate Number of victims per 10,000 population ¹	168	Stable	<i>Diagnostic</i>
Harm score managed offenders	936	Stable	<i>Diagnostic</i>
Op Remedy graded judgement	N/A	N/A	Meets expectations

¹Based on Office of National Statistics 2018 Population Estimates of 1,711,473.



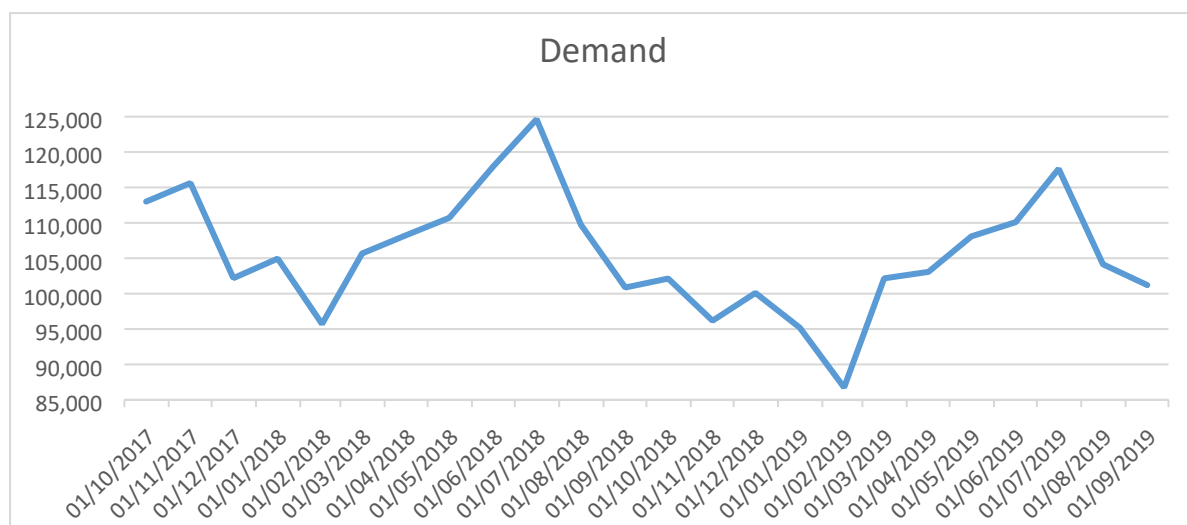
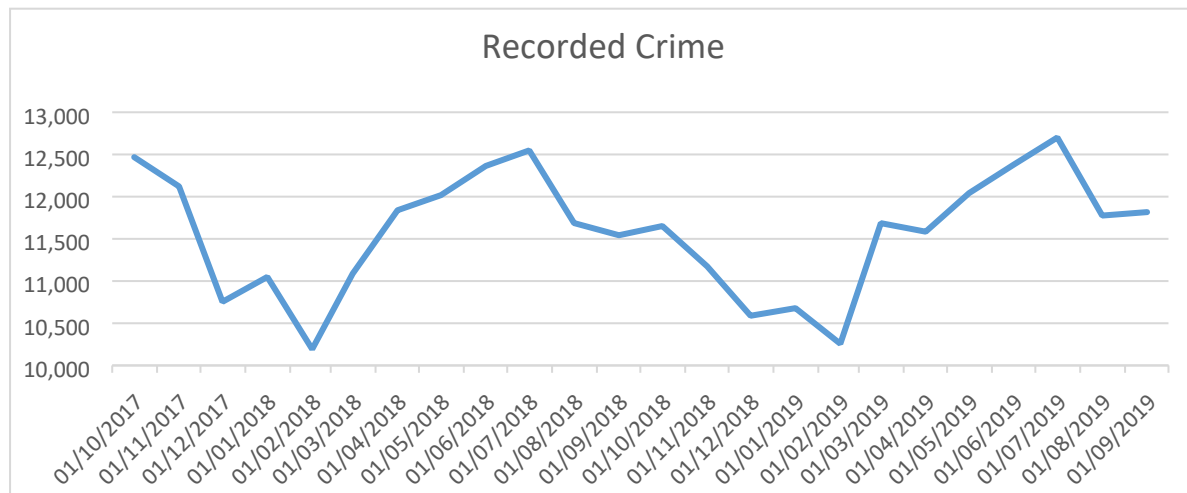
The 999 abandonment rate for the last quarter was under 0.1% and over the last year the month on month results have been stable. In the last year seven months were below this 0.1% and the peak was only 0.22%. This continues to be one of the strongest areas of performance for the Constabulary.

The 101 abandonment rate is more variable and the performance is not as strong as the 999 performance however the trend is stable and if the rate continues as it did in September this too will soon be exceeding expectations.



Each call grading has a service level agreement (SLA) about the time within which a response is expected. The above graph shows the percentage of calls responded to within that SLA. The highest risk immediate calls show a much better compliance with the SLA however this quarter the performance has just dropped below the defined range. Both the immediate and priority high calls are slightly lower this quarter as compared to first quarter of this year. Priority standard is different in that it is within range, has a stable trend and has slightly increased this quarter compared to last.

It is important to note that the SLAs are defined by the Constabulary and intended to be challenging rather than having a longer SLA which would have greater compliance. A number of factors have affected performance in this area including officer numbers, availability of officers with specialist driver training, availability of response vehicles and the rationalised estate which inevitably means some areas are further away from police stations. The timeliness of response is a key area of focus for the Constabulary at the moment and there are a number of strands of strategic review being pulled together to better understand how improvements can be made on top of those already underway.



As can be seen in the above crime, and demand more generally, have strong seasonal trends. They peak in July and are at the lowest in February and for the last couple of years they have both been highest in quarter one of the financial year and dropped each quarter thereafter. However this year is different and quarter two has seen marginally higher crime and demand than quarter one. Compared to the same quarter last year crime is 1.4% higher but overall demand is 3.7% lower.

The victimisation rate follows the same seasonal pattern, as would be expected, so the number of victim's this quarter has increased a small amount compared to quarter one. In comparison to the same quarter last year there are 0.5% fewer victims.

	Residential Burglary	Drug Trafficking ²	Knife Crime
R e c o r d e d C r i m e			
Q2 2018/19	1,616	186	659
Q2 2019/20	1,587	184	719
P o s i t i v e O u t c o m e R a t e			
Q2 2018/19	4%	78.5%	29.1%
Q2 2019/20	9.6%	77.8%	30.7%

²Trafficking includes all drug offences that are not simple possession; including possession with intent to supply (PWITS).

The overall judgement of Op Remedy is that it meets expectations this is because it has shown strong performance in terms of residential burglary but not for drugs and knife crime on the same indicators. It should be noted however that drug and knife crime tend to be more linked with complex offending and organised crime and disruption of criminal activity, police visibility and prevention are more difficult to evidence in this respect.

Vulnerable people/victims are protected and supported

Measure	Current performance	Trend	Grading
Harm score victims	126707	Stable	<i>Diagnostic</i>
Victims aggregate measure	N/A	N/A	Meets expectations

Total victim harm is also seasonal, like crime, and as expected this quarter was lower than the previous quarter. However compared to the same period last year it is 2.5% higher and this is broadly in line with the increased crime.

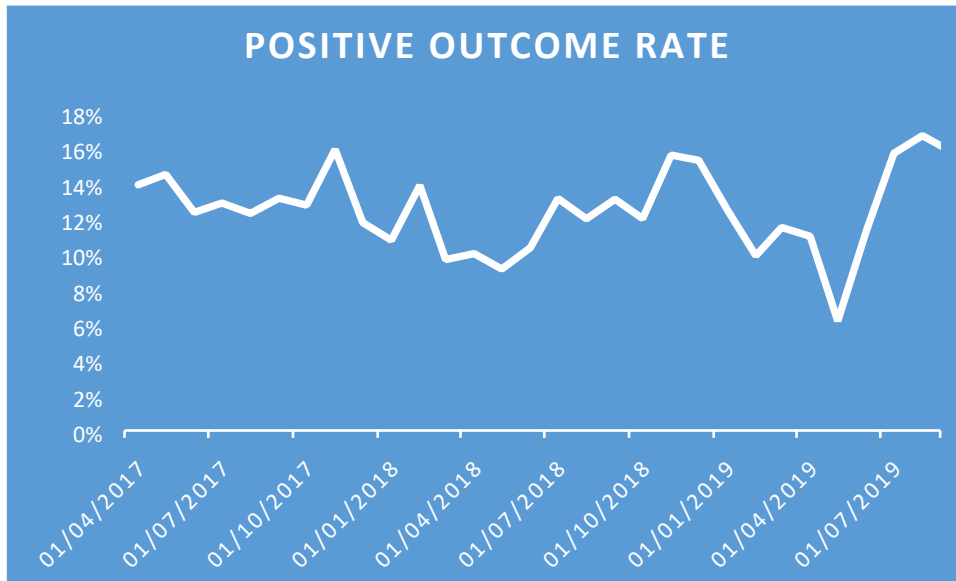
Within the victims dashboard a group of the measures used are based upon the User Satisfaction Survey results. This is a survey undertaken for the Constabulary to ask victims of crime about their experience of dealing with the police. The four groups of offending that are surveyed are Anti-Social Behaviour (ASB), Burglary, Hate Crime and Violence against the person (VAP). The questions reported in this relate to fair treatment, follow up and whole experience. Performance fluctuates each month and none of the measures show any trend over the last year. Fair treatment is the strongest of the three questions all meeting expectations.

Another set of the measures within the victims dashboard relates to the support services commissioned or funded (in whole or in part) by the PCC. This group of measures meets expectations as a whole and there are a number of individual measures which exceed expectations including those relating to the largest service, co-funded with the Constabulary, Lighthouse Victim and Witness Care.

Offenders are brought to justice

Measure	Current performance	Trend	Grading
Positive Outcome rate % of all offences	16.1	Stable	Exceeds expectations
Conviction rate % of all court cases	86.09	Stable	Meets expectations
Criminal Justice	N/A	N/A	<i>TBC</i>

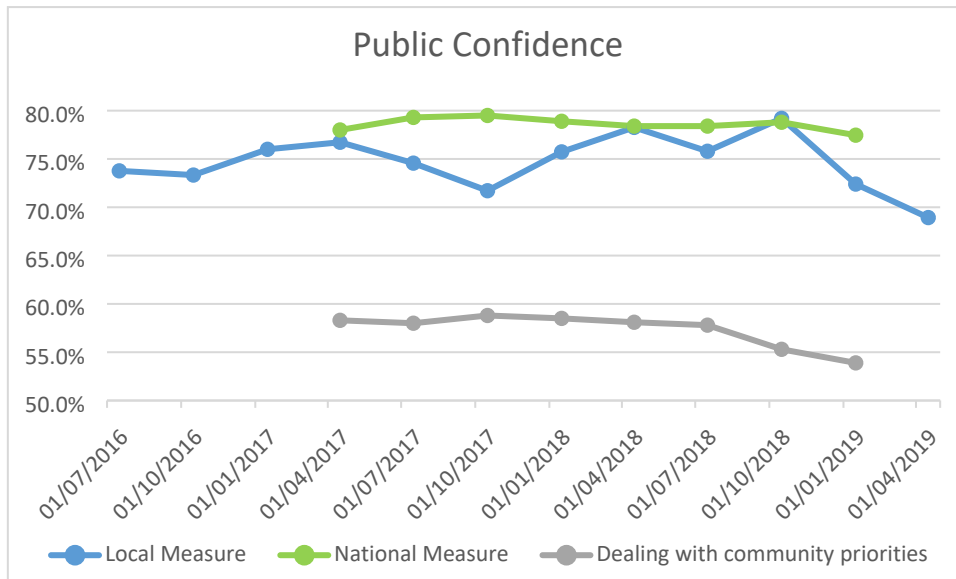
aggregate measure			
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The quarter two positive outcome rate, 16.1%, is above the top of the performance range. This is the highest quarterly result for the last couple of years and the rolling 12 month average rate is now 12.7%. Quarterly results are more liable to fluctuation but should the performance continue – on the same trajectory as it has since April 2019 – the rate will have exceeded that of both the previous years’ 2017/18 and 2018/19.

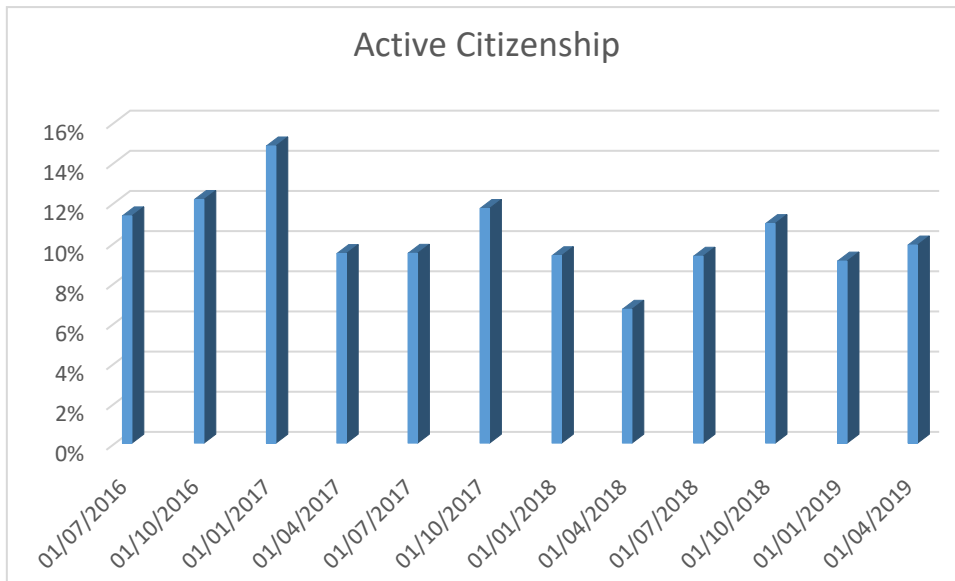
People trust the police

Measure	Current performance	Trend	Grading
Public Confidence (National measure) % agree	77.5	Stable	Meets expectations
Confidence in the Police (Local measure) % agree	68.9	Stable	Below expectations
Dealing with community priorities % agree	53.9	Moderate downward trend	Below expectations
Active Citizenship % of people engaged	9.9	Stable	Meets expectations
Workforce representativeness % BAME	3.03	Strong upward trend	Exceeds expectations
Complaints of incivility	41	Stable	<i>Diagnostic</i>
Disproportionality of Stop Search by ethnicity	4.77	Stable	<i>Diagnostic</i>
Legitimacy aggregate measure	N/A	N/A	Meets expectations

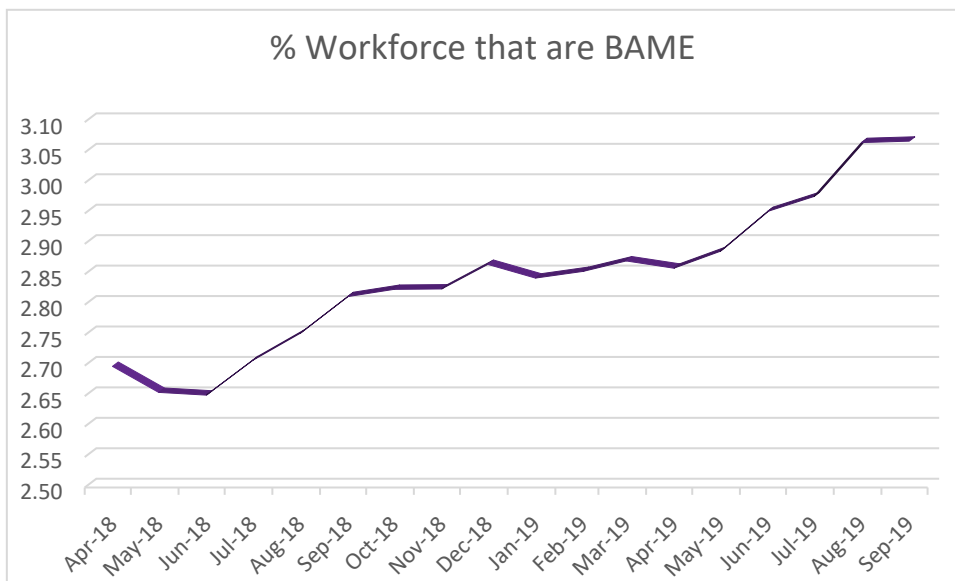


The local public confidence measure is currently 1% point under the performance range and therefore is classified as below expectations even though the results for the last three years are stable. The national measure is within the range and stable but shows a very slight downward trajectory. These results are not concerning at this point however this will be closely monitored from a risk perspective and the next quarter’s results will be more telling. An important point to recognise is that, although the survey questions are asking about confidence in Avon and Somerset Constabulary particularly, people’s perception of policing can be influenced by national factors and media reporting such as the increase in knife violence and the way rape cases are being handled by the criminal justice system.

Dealing with community priorities, which is from the same national survey, shows a different picture: this is within the expected range but shows a moderate downward trend. It should be noted that, given the finite resources of the Constabulary, there can exist some tension between what the communities see as priorities and what the Constabulary has to prioritise based on threat, harm and risk. For example ASB is very visible to residents and can have a great impact on day to day lives and is accepted broadly as community priority. However this cannot have the resource devoted to it that exploitation of children would – which although affecting fewer people and, so may not be thought of as a community priority – carries much more risk.

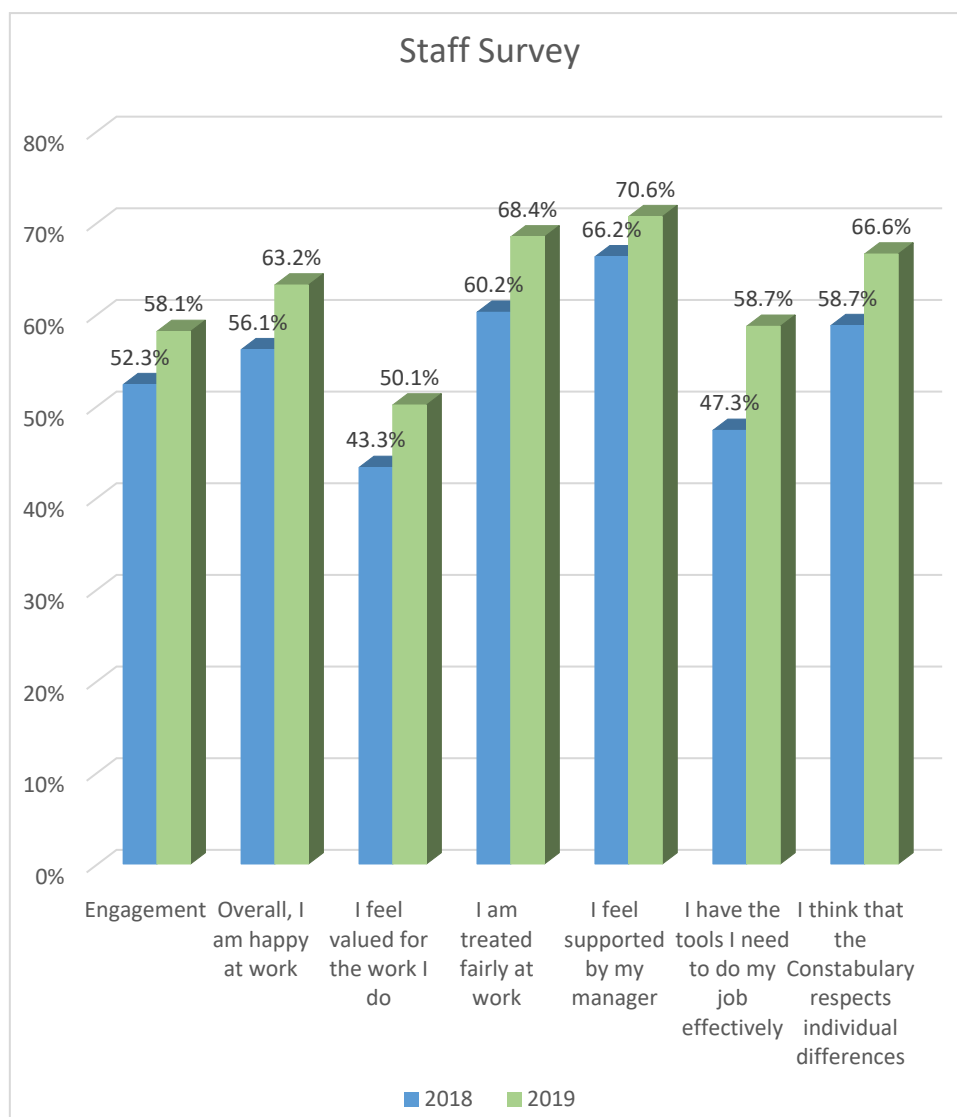


There are a decreasing number of people engaged in active citizenship although it is not as marked as to be classified as a trend over the last three years. In future the hope is to better report this data by the total number of hours given through active citizenship which will be more accurate.



As is evident from the above graph the percentage of the workforce that are BAME shows a strong upward trend and has just moved above the expected performance range within Quarter 2. Although this exceeds expectations in the defined performance framework the ambition is still to have a workforce that is representative of the community and so the hope is this strong upward trend continues.

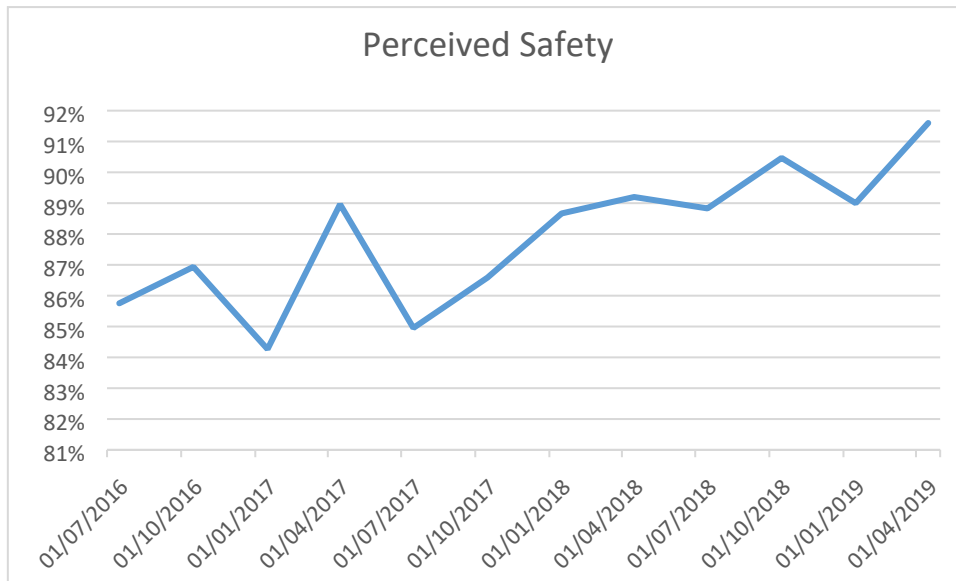
In addition the assessments for the percentage of the workforce that are female, LGBT+ and that have a disability all exceed expectations and all show strong upward trends over the last year.



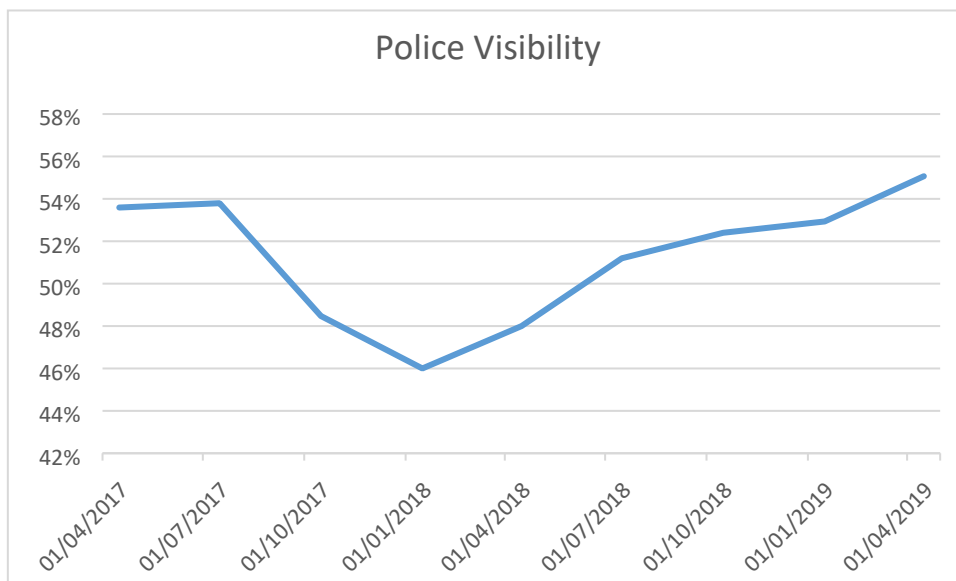
An important indicator of legitimacy is how well the Constabulary treats its workforce: a primary measure of this is the annual staff survey. The above graph demonstrates some of the key questions asked and the results from this year compared to last: all of which show substantial improvement. The survey asks approximately fifty questions in total and nearly all of these saw improvements on last year. Between the two surveys the Constabulary updated and launched its new Mission, Vision and Values. The values – which are caring, courageous, inclusive and learning – are at the heart of treating people well and it is hoped as these are further embedded throughout the culture next year’s results will be equally as positive. *(It should be noted data from before 2018 cannot be shown as the questions in those surveys were different and so direct comparisons cannot be made.)*

People feel safe

Measure	Current performance	Trend	Grading
Perceived Safety % Feel safe in local area	91.6	Moderate upward trend	Exceeds Expectations
Police Visibility % Agree	55.7	Strong upward trend	<i>Diagnostic</i>



Current perceived safety is above the expected performance range and shows a positive trend. It should be noted that from the start of 2018 this question was asked in two parts: safety during the day and safety at night and the above figures represent the average. Even isolated to the time from the change in questioning the trend remains largely the same.



Police visibility has increased every quarter from the start of 2018 from 46% to 55%; this is the highest it has been in the last two years. Visibility of the police should increase perceived safety. The two figures do not correlate exactly although both have seen an upward trend from the start of last year. One of the reasons this is not assumed as a success is because increased police visibility could be driven simply by increased crime meaning there are more incidents to deploy to however our crime and demand data would not support this. The Constabulary has recently completed a programme of 'mobilisation' equipping officers and staff with laptops and enhanced mobile phones. This rollout started in Q2 of 2018/19 and was largely complete by the end of that year. One of the primary reasons to do this was to enable officers to spend more time out of stations and in the community instead. As further results are reported it will be important to monitor if this trend continues and how this may be linked to that mobilisation.

Appendix 1 – Explanation of measures

BAME – is Black, Asian and Minority Ethnicity – and used as a high level way of analysing ethnic diversity.

Demand Complexity – this is measure of demand into the police counting the number of incidents (not just recorded crime): each crime has a harm value and non-crime incidents have a value based on how much time that type of incident takes to deal with. This is a much more accurate picture of demand than simply counting crimes or incidents or calls.

Harm score managed offenders – individual offenders are given a harm score based on the amount and type of offending they are known or suspected to have perpetrated. This is the total score for all Impact Managed offenders in Avon and Somerset.

Harm score victims – individual victims are given a harm score based on the amount and type of offending they are known or suspected to have been the victim of. This is the total score for all victims in Avon and Somerset.

Positive Outcome rate – positive outcomes are counted as Home Office defined outcomes 1-8 which are: charge/summons, cautions/conditional cautions for youths or adults, offences taken into consideration, the offender has died, penalty notice for disorder (PND), cannabis/khat warning and community resolution.

Conviction rate – A conviction is an admission or finding of guilt at Magistrates or Crown Court, including both custodial and non-custodial sentences, and is counted based on the offender not the number of offences.

Public Confidence – the national measures are figures taken from the Crime Survey of England and Wales whereas the local measure is data collected from the Avon and Somerset survey; both results are for respondents living within this policing area only. The local measure is more subject to fluctuation because this is reported each quarter in its own right whereas the national measure reports a 12 month rolling average which naturally ‘flattens’ the data line. The national measure only reports a 12 month figure because the number of respondents they survey is smaller and so to remain statistically significant the data must be averaged over this longer time period. There is always lag in receiving the results: the national reporting is about 14 weeks after the end of the quarter and the local will be about 6 weeks after the end of the quarter.

Active Citizenship – this is the % of the population that are either Special Constables, volunteers or cadets.

Disproportionality of Stop Search – this looks at the number of people subject to stop and search, according to two ethnicity categories – white or BAME, as a percentage of the population of those respective categories in Avon and Somerset (based on 2011 Census data). The figure displayed is the ratio of how many times more likely a person is to be stopped if they are BAME compared with if they are white. An important point of note about the data is that the stop and search data is current but this is being compared to population data from 2011 – in this time period the demographics of the areas will undoubtedly have changed and the actual ratio will be different.

Police Visibility – this is based on the question in the local survey of *when did you last see a police officer or a police community support officer in your local area?* This is percentage of respondents that have seen an officer within the last month (or more recently).

Avon and Somerset Police and Crime Panel

11th December 2019

Title: Complaints Sub-Committee

1. Purpose of Report

The Panel is invited to:-

- (a) Determine the membership of the Complaints Sub-Committee until the next set of elections in accordance with the Terms of Reference which require a minimum size membership of 3 Panel Members.
- (b) Formally appoint a Link Member for complaints.
- (c) Note the future process for the complaints handling system following a meeting with the OPCC on 5th October 2019.

2. Summary

A report summarising the Panel's role in the handling non-criminal complaints against the Commissioner was considered at the Panel's last meeting on 8th October 2019. The proposed amendments to the Terms of Reference were agreed and the amended version is now attached at Appendix A to this report for information.

3. Membership

Membership of the Complaints Sub-Committee requires finalisation in accordance with the Terms of Reference. Following the resignation of Clare Torrible (Independent Member) the sub-committee currently consists of the Chair and Vice-Chair (Richard Brown and Andrew Sharman). For governance purposes, the Panel is required to appoint at least one further member to the sub-committee or two if the Panel feels this will provide some flexibility.

4. Link Member for complaints

As reported to the last meeting, the Panel is a member-led body and recent experience of complaints suggests that the Panel should appoint a Link Member to lead and maintain an overview on complaints that are escalated to the Panel with advice, guidance and support provided by the Lead Officer. This would also provide a filter for the less serious complaints and ensure that meetings of the sub-committee are only held when necessary. The Vice-Chair has been undertaking this role in an unofficial capacity and the Panel is invited to formally make this appointment.

5. The meeting with the OPCC referred to in the last report took place on 5th October 2019 to reflect on learning emerging from recent complaints and to refresh and align the complaints handling process with the appointment of a Link Member.

This was a useful meeting and in future a written context report will be provided when a complaint is referred to the Panel to provide a structured approach to the process. Any email correspondence from the complainant will inevitably feature as background information to test the commentary in the report. The report content will include:-

- an assessment of the substance of the complaint. Effectively the OPCC's understanding of the issue/what the complainant is aggrieved about with relevant commentary and explanation.
- A categorisation of the potential level of seriousness of the complaint
- Details of the OPCC's attempt at resolution – steps taken to address the complaint

When a complaint is escalated to the Panel, the Lead Office will meet with the Link Member in the first instance to provide advice and guidance. A decision will be taken as to whether:-

- the OPCC has satisfactorily dealt with complaint
- if it is necessary to refer back to the OPCC on any additional points – subject to any request for clarification from the Link Member and any representations from the complainant.
- if the Complaints Sub-Committee needs to meet to consider the complaint. The level of seriousness with which the complaint is regarded will inevitably steer this.

Opportunity for dip sampling of OPCC files has been in place since 2012 and this remains open to any Panel Members who have concerns about any complaint and wish to view the files.

Patricia Jones
Lead Officer

Avon and Somerset Police and Crime Panel
PLjones@somerset.gov.uk
Tel – 07855284506

**Complaints Sub-Committee
Terms of Reference**

Purpose

To informally resolve non-criminal complaints against the Avon and Somerset Police and Crime Commissioner (PCC) and criminal complaints or conduct matters that are referred back to the Panel by the Independent Office for Police Conduct

1. The Panel may set up a Complaints Sub-Committee (sub-committee) to undertake a specified function of the Panel. The role of the sub-committee is to carry out delegated functions of the Panel associated with the complaints handling process and the informal resolution of complaints.
2. In the case of more serious complaints, the scope of the work to be undertaken by the sub-committee will be agreed by the members of the sub-committee on a case by case basis in consultation with the Lead Officer and will include the purpose/objective of the work to be undertaken and if possible, timescales for reporting back to the Panel on the outcome of the complaints process.
3. There will be no maximum size of the sub-committee and the minimum size will be 3.
4. The membership of the sub-committee will be confined to members of the Panel and if possible should include at least one Independent Member and one elected member of the Panel. In determining membership, the Panel insofar as practicable, shall have regard to the nature of the complaint and the skills and expertise of the Panel Members. The Panel may co-opt an additional Panel member to consider a specific complaint if there is a useful specific interest or expertise to bring to the considerations and the sub-committee members will have delegated authority to co-opt the relevant member.
5. The sub-committee will decide on the most suitable course of action to assist with the informal resolution of the complaint and report back to the Panel at the appropriate time and at regular intervals if necessary.

As amended 8.10.19

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AVON AND SOMERSET POLICE AND CRIME PANEL

11 DECEMBER 2019

REPORT OF THE CHIEF EXECUTIVE

COMPLAINTS AGAINST THE POLICE AND CRIME COMMISSIONER

PURPOSE OF THE REPORT

1. To provide members of Avon and Somerset Police and Crime Panel with oversight of all complaints made against Avon and Somerset Police and Crime Commissioner, for scrutiny of the initial handling by the Chief Executive of Avon and Somerset Police and Crime Commissioner's Office.

BACKGROUND

2. Avon and Somerset Police and Crime Panel (the Panel) is the Appropriate Authority to handle complaints against the conduct of 'Relevant Office Holders', being Avon and Somerset Police and Crime Commissioner (PCC) and Deputy PCC if one is appointed, according to statutory regulations of the Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012 and as referred to in the Police Reform and Social Responsibilities Act 2011, section 31 and schedule 7.
3. However, the initial handling, which includes categorisation, recording decision-making, referral of criminal allegations to the Independent Police Complaints Commission (IPCC), disapplication decision-making, and responding to the complainant in the first instance, has been delegated by the Panel to the Chief Executive in the Office of Avon and Somerset Police and Crime Commissioner, with scrutiny and oversight of all complaints and any escalation for informal resolution, remaining with the Panel.

SUMMARY OF COMPLAINTS RECEIVED

4. There has been two complaints since the last Police and Crime Panel meeting report against the *conduct* of the Police and Crime Commissioner ('conduct' including acts, omissions, statements and decisions (whether actual, alleged or inferred)).
5. There is a total of 1 live complaint against the PCC at this time.
6. Please refer to the summary table in Annex 1.
7. Complaint **case 36** remains a closed with the OPCC however the complainant insists that he did not receive the outcome letter provided by the Panel. The OPCC has responded with a copy of the letter however the complainant does not accept this and is awaiting further response from the Panel.
8. Complaint **case 39** remains a live complaint. The complainant contacted the PCP by phone to enquire about making a complaint however this was not followed up. She

has since written to the Panel to confirm her complaint. Due to the nature of this complaint, it is not appropriate for the CEO to deal and therefore we await instruction from the Panel.

9. All complaints to date have had Panel oversight, including those solely handled by the PCC's Chief Executive Officer.
10. All electronic complaint files are available at the PCC's office for viewing by the Panel, if requested. The document retention period is in accordance with the published Record Retention Policy and this is currently eight years.

UPDATE ON PROPOSED CHANGES TO THE COMPLAINTS SYSTEM

Police Integrity Reforms

11. The Home Office has written to all Constabularies and OPCC's to confirm that they are still aiming to lay the legislation before Parliament in December 2019 so that the changes can be enacted on the 1st February 2020. There is still a risk that this may be affected by the General Election.
12. The training commissioned by the Home Office for practitioners and the IOPC has now started and further dates are scheduled over the coming months. All relevant OPCC staff will be attending.
13. The PCC has elected to take over the Reviews process (formally known as Appeals) which was the mandatory option provided by the Home Office. The OPCC is on target with all the actions related to the changes and we do not foresee any issues that will affect this.

EQUALITY IMPLICATIONS

14. There are no equality implications arising from the handling of complaints against Avon and Somerset PCC. The protected characteristics of complainants are not necessarily known, and all complaints are logged and published in an open and transparent manner.

RECOMMENDATIONS

15. Members are asked to review and comment on this complaints report and to advise of any recommendations or requests for informal resolution through the statutory process of escalating complaints against the PCC to the Panel.

JOHN SMITH - CHIEF EXECUTIVE

REPORT TO: AVON AND SOMERSET POLICE AND CRIME PANEL

Date: 11 December 2019

No.	Date rcvd / log no.	Summary	Recorded?	Handled by	Outcome	Live or Closed
36.	11/07/2019 24695	Sent directed to the PCC: The PCC is harassing the complainant by sending Police to his address and her intention is to keep harassing him unless he stops sending her emails. Also makes allegations about the PCC's connections with the Conservative Party and specifically Luke Hall MP.	Yes	CEO PCP notified	CEO resolved by means of explanation 7 th August 2019. Escalated to the PCP by the complainant and letter sent to advise no further action 2 nd September 2019. Complainant has written again to advise that he has not received an outcome of his complaint from the PCP and to ask to meet with a number of parties to discuss the matters raised. This is currently with the PCP.	Closed
39.	15/10/2019 25448	Telephone call to the PCP however was never followed up with a formal complaint to Richard Brown as agreed. Further email sent to Pat Jones 18/11/2019 confirms formal complaint: The PCC has failed in her statutory duties to hold the Constabulary to account in matters relating to the Complainants case.	Yes	CEO PCP notified	With the PCP.	Live
40.	15/10/2019 25446	Sent directly to the PCP: The PCC has failed in her statutory responsibilities by refusing to instruct an independent review of the complainant's case.	Yes	CEO PCP notified	PCP responded by means of explanation.	Closed

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Panel Work Programme 2019/2020

Date PCP Meeting	Business	Notes
26 th June	AGM Procedural Business PCC Annual Report Work Programme – draft for Panel consideration/approval	
27 th September – new member training. Police and Fire Headquarters	<ul style="list-style-type: none"> - Roles and responsibilities as Panel Members - statutory duties and the development of shared objectives as a PCP with a refreshed membership. - Fulfilling your strategic roles as councillors and independent members by focusing on the strategic rather than operational matters - How to get the best of the Link Member SP briefings (the Panel’s chosen method of scrutinising delivery of the Police and Crime Plan) by reporting back to the main Panel and Interpreting and using performance data - OPCC slots – John Smith CEO and Asst Chief Constable Steve Cullen. 	Meeting with Frontline 28 th to discuss/finalise programme
8 th October	Mark Simmonds CFO OPCC- Budget Briefing (see below*) Review of Performance reporting mechanism Actions/reports emerging from the AGM Medical Pension review report	Chancellor has announced a one-year spending review to be delivered at the end of September. Significant new money for policing anticipated - details about the allocation of money (and possibly recruitment targets) to each PCC and the timescales involved expected soon after. New money to be derived from government grant or raised from additional council tax precept – to be confirmed.

		Given the significance of these changes to OPCC budget planning, the 15 th November briefing below has been brought forward.
15 th November – Budget Briefing (takes place at Police/Fire Headquarters)	*First consultation on the Budget led by the OPCC Chief Financial Officer. It provides opportunity for the Panel to consider the OPCC’s planning assumptions and forecasts ahead of the draft Medium Term Financial Plan presented to the Panel on 11 th December, and the final report to be presented on 4 th February. The session should be attended by all Panel Members.	
11 th December	Scrutiny of the Budget/Draft Medium Term Financial Plan – Separate briefing from the OPCC CFO Video presentation – Work undertaken by the Regional Organised Crime Unit Performance Report Complaints Sub-Group Report	Video has been made available to Chiefs and PCCs across the South West to show at their respective Police and Crime Panel meetings. Created by the SW Regional Organised Crime Unit, it shows highlights of their work during 2018/19. It has been confirmed that contents are suitable to be shown in public session. Suggest December meeting.
4 th February	Chief Constable – Presentation <i>Qlik Sense Analytics – demonstration (TBC)</i> Formal Review of the Budget and Precept Proposal Panel Budget/Costs report	Chief Constable presentation – deferred from December
11 th March	Desmond Brown – presentation Lammy Group Objectives (TBC) Representative Workforce Team – report on their work	Agreed at AGM that Desmond Brown would be invited to a suitable Panel meeting to comment on his role in ensuring delivery of the Lammy Group’s key objectives. If possible, this item to sit alongside a presentation on the work of the Representative Workforce team. It was agreed that this should be taken forward

		outside of the meeting and built into the work programme at the appropriate time.
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Standing reports to each meeting:-

- Commissioner's Update Report – report on PCC activities/key decisions. Standing updates on Fire Governance and Estates.
- Work Programme – fluid and presented for noting or approval following amendment
- Link Member reports/Scrutiny of performance against the Police and Crime Plan – Strategic Priorities Quarterly Briefings
- Complaints Report – Monitoring arrangements for dealing with complaints against the Commissioner

A review of the balanced appointment objective will also take place after each set of relevant elections.

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